Program Orientation: Phlebotomy Technician

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, grade book, and completion report as well as learn how to connect with CareerStep via phone, email, forums, chat rooms, and social media.
- Identify and use program resources.

HealthCare Foundational Knowledge and Basic Science

- Summarize the medical assisting professor.
- Translate medical terminology using abbreviations, word building, and important terms.
- Explain how nutrition knowledge relates to health and disease.
- Identify the role psychology plays in dealing with patients and their behavior.

Anatomy and Physiology

- Identify the structures, locations, and functions of major body systems and the organs that comprise them.
- Explain how the organs of the major body systems interact and maintain homeostasis.

General Patient Care

- Summarize the pharmacology basics needed by a medical assistant.
- Outline the tasks required to prepare the examination room and the patient for examination.
- Summarize the medical assistant's responsibilities in assisting the provider with examinations.
- Identify the steps for responding to patient emergency situations in a general patient care facility.
- Describe the tasks required to properly maintain medical records and documentation.

Infection Control

- Review the causes and diagnostic methods of various infectious and communicable diseases.
- Explore the protective measures required to prevent infection.
- Outline the treatments and protective measures required to manage and control the spread of infectious disease.
- Identify procedures and protocols for responding.

Preparing for Your Externship

- Introduce the Externship course.
- Review course resources.
- Explore CareerStep Community career resources.
- Learn about the benefits of an externship.
- Review externship participation eligibility requirements.

Testing and Laboratory Procedures

- Identify how specimens are collected and handled.
- Explore procedures and processes used in obtaining blood and urine samples.
- Outline the standard components of vision and hearing screening tests.
- Review common techniques and processes frequently used in medical laboratories.

Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.
- Summarize basic communication best practices and potential barriers to effective communication with patients.
Phlebotomy Technician
LEARNING OBJECTIVES

Communication and Customer Service in the Healthcare Office
- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.
- Explore modified communication for patients with special considerations.
- Outline protocols for providing customer service for a health care office.

Phlebotomy
- Identify equipment and supplies used to collect, store, and process blood samples.
- Describe common phlebotomy techniques.
- List correct steps in the process of taking blood.
- Explain patient care before, during, and after blood collection.
- Describe how to prepare and handle a blood sample.

Medical Laws and Ethics
- Describe common legal issues related to prescriptions and medication administration.
- Identify key legal and regulatory aspects of the healthcare environment.
- Analyze key ethical and legal aspects of the medical profession.
- Summarize common legal issues related to medical documentation.

Career Success in Healthcare
- Define “professionalism” and “success” in your own terms.
- Differentiate between long-, medium-, and short-range goals.
- Assess and develop your time management skills.
- Develop plans to enhance your creative and critical thinking.
- Use an effective decision-making process to maximize your chances for success.

- Describe methods to maximize verbal, nonverbal, and written communication.
- Describe the healthcare system.
- Describe and discuss organizational structure, communication channels, and lines of authority.
- Develop an understanding of the factors that affect group dynamics and use these skills to maximize your leadership potential.
- Explain ethics and how they relate to health care professionals.
- Define continuing education, certification, and licensure.

Phlebotomy Final Exam
- Identify the steps needed to take to be eligible for and effectively prepare for and access the final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

Clinical Externship
- Earn hours and experience that lead directly to certification.

HIPAA Workforce Training
- Describe HIPAA basics.
- Understand the HIPAA Privacy Rule and Security Rules.
- Describe the HITECH Act.
- Explain regulations for business associates.
- Summarize HIPAA documentation and training

Completing Your Externship
- Explore CareerStep’s Community Career Resources.
- Review final externship preparation steps and contact information.
- Learn best practices and tips to consider during the externship.
- Prepare final externship documentation and forms.
- Relate the importance of good study habits to your personal success.

Program Completion: Phlebotomy Technician
- Prepare to take the next steps after program completion.

Total Hours: 365
325 Didactic, Simulations, and Experiential
+40 Clinical Externship