

# Phlebotomy Technician

## LEARNING OBJECTIVES



Our phlebotomy technician course was developed by medical professionals with years of healthcare experience. This elite curriculum is packed with rich visual course materials, including lots of images, learning games, and highly interactive simulations to help prepare you for a rewarding, in-demand career.

### Program Orientation

- 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 profession.
- 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

### Externship Readiness Skills

- Explore CareerStep Community career resources.
- Develop effective time management skills.
- Enhance your creative and critical thinking.
- Integrate critical and creative thinking skills into your life.
- Learn physical and emotional coping techniques to deal with stress.
- Explore essential ingredients of the communication process.
- Acquire methods to maximize verbal, nonverbal, and written communication.
- Relate the importance of professional image to career success.
- Learn strategies to write a powerful resume.
- Identify key elements of successful interviews.
- Relate the importance of good study habits to your personal success.
- Identify traits related to self-motivation and self-esteem.
- Incorporate a positive and professional attitude in dealing with others.
- Understand that failures are important learning tools.

### Testing and Laboratory Procedures

- Identify how specimens are collected and handled.
- Explore procedures and processes used in obtaining blood and urine samples.

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- 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.

### 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 health care 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.

### 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.

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## LEARNING OBJECTIVES

### Initiating Your Externship

- Create your profile in the Learner Placement Portal.
- Review the externship preparation resources.
- Explore CareerStep Community career resources.
- Understand the benefits of an externship.
- Access externship participation eligibility requirements.
- Recognize the externship site placement process and considerations.

### Clinical Externship

- Earn valuable hours and experience that lead directly to certification.

### Program Completion

- Prepare to take the next steps after program completion.

### Total Hours: 365

**325 Coursework, Simulations, and Experiential +40 Clinical Externship**