

MEDICAL LABORATORY TECHNICIAN PROGRAM HANDBOOK

Fall 2021



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Welcome to the Medical Laboratory Technician Program (MLT)

Welcome to the Medical Laboratory Technician (MLT) program at Northeast Wisconsin Technical College (NWTC). The MLT Student Handbook will be your guide for information throughout your program studies. This handbook is a supplement to the College Student Handbook which is available on-line at <https://nwtc.edu/students>. Refer to the College Student Handbook for college-wide policies and procedures. Please take the time to read the policies and procedures in these handbooks.

This MLT Student Handbook contains policies specific for the Medical Laboratory Technician program. The specific program policies and requirements have been developed to help you succeed in the program and in your future profession as a Medical Laboratory Technician (MLT). These policies comply with the program's certification agency (National Accrediting Agency for Clinical Laboratory Science, NAACLS).

You have chosen a profession that offers many opportunities for personal and professional growth, giving service to patients, and career satisfaction. The laboratory field is a behind the scene profession that plays a major part in assisting the physician in the diagnosis and deciding the treatment for the patient. The medical laboratory scientist/technician is an essential part of the healthcare team.

Linda Muraski, MLT Program Instructor, and I look forward to working with each of you and preparing you for a rewarding career in the laboratory profession.

Students entering the MLT program must sign and submit the acknowledgement form at the back of this handbook indicating they have read, understand, and agree to comply with policies and procedures set forth in the handbook.

Please keep this handbook for reference throughout your program.

Karla K. Sampsel, MS, MT(ASCP)BB
MLT Program Director/Instructor
MLT/Phlebotomy Clinical Coordinator

PROGRAM INTRODUCTION

This program prepares learners to act as entry level Medical Laboratory Technicians. The Medical Laboratory Technician is a member of the health care team who provides clinical information for disease prevention, medical diagnosis and treatment of the patient by processing specimens and performing laboratory tests. Medical Laboratory Technicians may also have responsibilities for information processing, training and quality control monitoring. They perform tests manually or with automated equipment or both.

Each year, a maximum of 16 students are admitted into the program in the Summer semester. The Medical Laboratory Technician–Associate Degree program is two (2) years in length consisting of two academic years and two summer sessions. It consists of 68 credits of coursework.

The student spends the first summer, three (3) semesters, plus an additional summer session, on campus (physically or virtually) taking general education, basic science, and MLT core courses. MLT core courses on campus prior to the clinical semester consist of 26 credits of course work encompassing all laboratory areas, namely Phlebotomy, Hematology/Coagulation, Urinalysis, Microbiology, Immunology, Blood Bank, and Chemistry. These core courses consist of a lecture portion covering theory of test methodology and disease process. The laboratory component is taught in an on-campus laboratory with up-to-date equipment and supplies which allows students to practice basic skills and perform test procedures, in preparation for the clinical experience during the last semester.

Each student is then assigned to a clinical laboratory for an 17-week Experience. The Clinical Experience will consist of a simulated Microbiology rotation on the NWTC campus with remaining rotations at an assigned clinical site. Students will spend 32 hours per week in clinical rotations with the remaining 8 hours (1 day) assigned to NWTC coursework. Students may be assigned to one facility for the entire Experience or to several facilities to complete their rotation requirements. All clinical sites do not have all required rotations available. Clinics do not have a blood bank to allow the student to complete the required blood bank activities.

Student Setting	Student/Instructor Ratio
Lecture Classroom	16:1
NWTC Student Lab	16:1
Clinical Site Lab during Clinical Experience	1:1 to 2:1

Graduates of the MLT Program are qualified to take the Board of Certification (BOC) examination from the American Society for Clinical Pathology (ASCP). Most Medical Laboratory Technicians work in hospital or clinic labs. Some may choose to work for veterinary laboratories, industrial labs, insurance companies, research facilities, environmental labs or in public health.

PROGRAM DESCRIPTION

At career entry, the medical laboratory technician will be able to perform routine clinical laboratory tests (in the areas of hematology, clinical chemistry, immunohematology, microbiology, serology/immunology, coagulation, molecular, and other emerging diagnostics) as the primary analyst, making specimen oriented decisions using predetermined criteria, including a working knowledge of critical values. The level of analysis ranges from waived and point of care testing to complex testing encompassing all major areas of the medical laboratory.

The medical laboratory technician will have diverse functions in areas of preanalytical, analytical, post-analytical processes. The medical laboratory technician will have responsibilities for information processing, training, and quality control monitoring wherever medical laboratory testing is performed. Communications skills required will extend to frequent interactions with other members of the healthcare team within and outside of the laboratory, external relations, customer service and patient education.

MLT PROGRAM ACCREDITATION

The NWTC Medical Laboratory Technician program is nationally accredited by the National Accrediting Agency for Clinical Laboratory Science (NAACLS); 5600 N. River Rd, Suite 720 Rosemont IL 60018-5119; ph: 773.714.8880; info@naaccls.org

The NWTC MLT program received a 7 year reaccreditation in October of 2014. The next reaccreditation visit will occur during Fall 2021.

NATIONAL CERTIFICATION EXAMS

A graduate of the Medical Laboratory Technician program is eligible to take a national certification exam. The most recognized exam is administered by the Board of Certification (BOC) of the American Society for Clinical Pathology (ASCP). Testing centers in Wisconsin are located in Green Bay, Milwaukee, Madison, and Eau Claire. The exam is administered by computer. Most employers require that MLTs be certified within 6 months of graduation. The BOC fee will be paid with the final semester tuition. Registration to complete the BOC will take place during the final semester. Students will be required to complete the BOC within the time constraints ASCP states after registration.

Program Outcomes—Graduating Class of 2020

Students Accepted 2018	Students Began 2 nd Half of Program	Students Graduated MLT	Graduation Rate Full Cohort	Graduation Rate Students Began 2 nd Half of Program	Students taking ASCP BOC Exam	Exam Pass Rate
14	7	7	57%	100%	7	100%

MEDICAL LABORATORY TECHNICIAN FACULTY

MLT Program Director:

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10-513-110	Basic Lab Skills
10-513-111	Phlebotomy
10-513-113	QA Lab Math
10-513-114	Urinalysis
10-513-120	Basic Hematology
10-513-121	Coagulation
10-513-130	Advanced Hematology
10-513-133	Clinical Microbiology
10-513-140	Advanced Topics in Microbiology
10-513-151	Clinical Experience 1 – Simulated Microbiology Rotation

Coordinates the Clinical Experience 1, 2 and 3 and Phlebotomy Clinical

MLT Program Faculty

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10-513-110	Basic Lab Skills
10-513-111	Phlebotomy
10-513-116	Clinical Chemistry
10-513-115	Basic Immunology Concepts
10-513-109	Blood Bank
10-513-170	Introduction to Molecular Diagnostics
10-513-151	Clinical Experience 1 – Simulated Microbiology Rotation

Advising Services

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PART I GOALS AND STANDARDS

PROGRAM MISSION

The mission of the Medical Laboratory Technician program is to offer an Associate Degree designed for entry level positions as a Medical Laboratory Technician, to prepare students to successfully take National Certification examinations, and to provide continuing education opportunities for all medical laboratory professionals throughout the surrounding communities.

PROGRAM OUTCOMES

- A. Practice laboratory safety and regulatory compliance
- B. Collect and process biological specimens
- C. Monitor and evaluate quality control in the laboratory
- D. Apply modern clinical methodologies including problem solving and troubleshooting according to predetermined criteria
- E. Correlate laboratory results to diagnosis of clinical conditions and/or diseases
- F. Perform information processing in the clinical laboratory
- G. Model professional behaviors, ethics, and appearance

EXTERNAL STANDARDS

National Accrediting Agency for Clinical Laboratory Sciences (5600 N. River Road, Suite 720, Rosemont, IL 60018) <http://www.naacls.org> . The curriculum includes:

1. Pre-analytical, analytical, and post-analytical components for all major areas practiced in the contemporary clinical laboratory such as:
 - a. collecting, processing, and analyzing biological specimens and other substances
 - b. principles and methodologies
 - c. performance of assays
 - d. problem-solving and troubleshooting techniques
 - e. significance of clinical procedures and results
 - f. principles and practices of quality assessment
2. Application of safety and governmental regulations compliance
3. Principles and practices of professional conduct and the significance of continuing professional development
4. Communications sufficient to serve the needs of patients, the public, and members of the health care team

MEDICAL LABORATORY TECHNICIAN TECHNICAL STANDARDS

Students enrolled in NWTC Medical Laboratory Technician (MLT) program should be able to meet the established technical standards identified below with or without reasonable accommodation(s). The technical standards for the MLT program are representative of those found in the MLT profession.

Area	Functions (not inclusive) with or without reasonable accommodations
Physical Skills	<ul style="list-style-type: none"> • Bend, stretch, twist, reach with your body above shoulders, below waist, and in front • Transfer and position patients applying principles of safe body mechanics • Provide direct patient daily cares (feeding, bathing, etc.) • Manipulate, assemble, and move equipment • Document patient condition • Maintain physical activity for several hours
Sensory Skills	<ul style="list-style-type: none"> • Detect differences in body and environmental odors • Understand and respond to patient requests and needs • Detect environmental hazards • Detect warning signals on equipment displays • Detect subtle changes or differences (e.g. pulse, rash, temperature)
Communication Skills	<ul style="list-style-type: none"> • Speak, read, and write English • Listen and comprehend spoken and written English • Collaborate with others • Respond to others in an accepting and respectful manner
Critical Thinking Skills	<ul style="list-style-type: none"> • Apply knowledge and skills learned in the classroom to a clinical setting • Comprehend and follow instructions • Follow processes from start to finish; sequence information • Adapt decisions based on new information • Maintain focus in an environment with distractions • Making safe judgements
Professionalism	<ul style="list-style-type: none"> • Establish a professional working relationship with the health care team, peers, instructors, patients, and families • Demonstrate positive interpersonal skills • Demonstrate impulse control and professional level of maturity • Maintain appropriate boundaries in relationships with patients and peers • Handle demanding and stressful situations • Maintain confidential health care information (including by refraining from posting any confidential patient information on social media)
Safety	<ul style="list-style-type: none"> • Wear personal protective equipment for safe practices (gloves, masks, eyewear, gown) • Tolerate heat and humidity • Work in an environment that may contain common allergens • Adhere to safety/emergency protocols • Recognize and respond to hazardous conditions • Maintain health care requirements • Carefully handle supplies and equipment throughout the course

_____ **I have read the Technical Standards specific to a student in the MLT program.**
(Initials of student and parent or guardian if student under 18.)

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 insure a quality education for students. The purpose of completing the MLT Technical Standards is to ensure that students acknowledge that they have been provided information on the technical standards required of a student in the MLT programs. And to assure all students can meet the technical standards requirements of this program.

_____ **I understand I must contact the NWTC Disability Services office for information concerning accommodations or special services and/or career evaluation.**
(Initials of student and parent or guardian if student under 18.)

Services for learners with disabilities at all campuses are coordinated through the Disability Services office on the Green Bay campus. To obtain information concerning accommodations or special services, call (920) 498-6904 or (800) 442-NWTC, extension 6904 or email to disability.services@nwtc.edu. Counselors/Advisors at the Sturgeon Bay or Marinette campuses and staff at the Regional Learning Centers can also arrange services at the Green Bay office. *NWTC reserves the right to request additional information which may include a medical examination.* For more information related to the reasonable accommodation process, please visit: <https://www.nwtc.edu/student-experience/disability-services>.

Student/Parent or Guardian initials and signature confirms the student has read and understands the *Technical Standards* specific to a student in the MLT programs and how to access the Disability Services office in the event accommodations are needed at this time.

Student Signature

Date

Student - Print Name

Student ID

Parent or Guardian Signature (if student under 18 years of age)

Date

PART II MEDICAL LABORATORY TECHNICIAN CURRICULUM

SUMMER SEMESTER		
10-890-101	College 101	1
10-501-101	Medical Terminology	3
10-806-177	General A&P	4
SEMESTER TOTAL		8
FIRST SEMESTER (FALL)		
10-806-186	<i>Intro to Biochemistry</i>	4
10-513-110	<i>Basic Lab Skills</i>	1
10-513-111	<i>Phlebotomy</i>	2
		7
10-801-196	Oral/Interpersonal Com	3
10-513-114	Urinalysis	2
10-513-113	QA Lab Math	1
		6
SEMESTER TOTAL		13
SECOND SEMESTER (SPRING)		
10-801-136	<i>English Comp 1</i>	3
10-513-120	<i>Basic Hematology</i>	3
10-513-115	<i>Basic Immunology</i>	2
		8
10-513-109	Blood Bank	4
10-513-121	Coagulation	1
		5
SEMESTER TOTAL		13
SUMMER SEMESTER		
10-809-198	Intro to Psych	3
10-806-197	Microbiology	4
SEMESTER TOTAL		7
THIRD SEMESTER (FALL)		
10-513-130	<i>Adv Hematology</i>	2
10-513-116	<i>Clinical Chemistry</i>	4
		6
10-513-133	Clinical Microbiology	4
10-809-172	Intro to Diversity	3
		7
SEMESTER TOTAL		13
FOURTH SEMESTER (SPRING)		
10-513-170	Intro to Molecular Diag	2
10-513-151	<i>Clin Experience 1</i>	3
10-513-152	<i>Clin Experience 2</i>	4
		9
10-513-153	Clin Experience 3	3
10-513-140	<i>Adv Microbiology</i>	2
		5
SEMESTER TOTAL		14
TOTAL CREDITS		68

Curriculum Note

NWTC is in the process of transitioning to the 8 Week Advantage which consists of five 8 week sessions – one in the Summer, two in Fall, and two in Spring. Many General Studies courses may already be offered in an 8 week format. The MLT program will begin offering program core courses in an 8 week format in Fall 2021.

Students accepted into the MLT Fall 2020 cohort will be completing the third and fourth semester courses in an 8 week format. Course in italics for those semesters will be offered in the first eight week sessions. Courses not in italics will be offered in the second eight week session.

* No final grade lower than a “C” is acceptable in any of the courses marked with an asterisk. A student who withdraws or receives a grade lower than a “C” in a program course may apply for re-entry into the program. Students must follow the re-entry process.

++ No final grade lower than a "B" is acceptable in General Anatomy & Physiology, Intro to Biochemistry, and Microbiology. A student who withdraws or receives a grade lower than a “B” in these courses may apply for re-entry into the program. Students must follow the re-entry process.

**The credit for 10-890-101, College 101 is an Institutional Requirement for graduation. Consequently, it is not part of the program credit requirements.

MEDICAL LABORATORY TECHNICIAN CORE COURSE COMPETENCIES

BLOOD BANK - 10-513-109... Focuses on blood banking concepts and procedures including blood typing , compatability testing, work ups for adverse reaction to transfusions, disease states and donor activities.

1. Integrate principles of genetics and immunology to blood bank
2. Interpret QC testing
3. Interpret ABO test results including discrepancies
4. Interpret Rh test results including discrepancies
5. Interpret Anti-Human Globulin (AHG) results
6. Interpret antibody screening results
7. Interpret cross-match results
8. Identify other blood group systems
9. Interpret QC testing for advanced techniques
10. Interpret antibody identification results of Rh and other Blood Group Systems
11. Determine transfusion reactions
12. Determine autoimmune hemolytic diseases/conditions
13. Determine hemolytic disease of the newborn (HDN)
14. Identify blood donor requirements according to AABB standards
15. Correlate component therapy with disease states/conditions

BASIC LAB SKILLS - 10-513-110...explores health career options and the fundamental principles and procedures performed in the clinical laboratory. Learners will utilize medical terminology and basic laboratory equipment. Learners will follow required safety and infection control procedures and perform simple laboratory tests.

1. Adhere to safety and infection control policies
2. Use basic laboratory equipment
3. Investigate laboratory science occupations
4. Evaluate laboratory compliance with CLIA regulations
5. Perform waived testing
6. Apply medical terminology to lab procedures and practices

PHLEBOTOMY - 10-513-111...this course provides opportunities for learners to perform routine venipuncture, routine capillary puncture and special collection procedures.

1. Apply knowledge of Circulatory System anatomy and physiology to phlebotomy procedures
2. Perform venipuncture
3. Control incidence of preanalytical variables in specimen collection
4. Perform capillary puncture
5. Perform special blood collection techniques
6. Explain special collection procedures
7. Apply principles of patient test management
8. Resolve problems related to specimen collection and processing
9. Process laboratory specimens
10. Explore legal issues related to phlebotomy

QA LAB MATH - 10-513-113...focuses on performing the mathematical calculations routinely used in laboratory settings. Learners will explore the concepts of quality control and quality assurance in the laboratory. Learners will review regulatory compliance requirements, and certification and continuing education programs.

1. Convert units of measurement
2. Calculate solutions and dilutions
3. Perform quality control calculations
4. Explain method selection
5. Assess the value of a continuous quality management process

URINALYSIS - 10-513-114...prepares learners to perform a complete urinalysis which includes physical, chemical and microscopic analysis. Learners will explore renal physiology and correlate urinalysis results with clinical conditions.

1. Summarize renal physiology
2. Perform physical analysis of urine
3. Perform chemical analysis of urine
4. Summarize chemical reactions included in a macroscopic urinalysis
5. Use urinalysis instrumentation
6. Interpret QC data
7. Perform microscopic urinalysis
8. Correlate urinalysis results with disease states and conditions
9. Explore testing methods on misc. specimens

BASIC IMMUNOLOGY CONCEPTS - 10-513-115...provides an overview of the immune system including laboratory testing methods for diagnosis of immune system disorders, viral and bacterial infections.

1. Summarize the functions of the immune system
2. Characterize testing methodology used in immunodiagnostic testing
3. Correlate pathophysiology to immune disorders
4. Correlate lab results to disease states
5. Perform immunodiagnostic testing

CLINICAL CHEMISTRY - 10-513-116...Introduces clinical chemistry techniques and procedures for routine analysis using photometric, potentiometric and separation techniques. Topics in this course include pathophysiology and methodologies for carbohydrate, lipids, proteins, renal function and blood gas analysis.

1. Summarize the theory of chemistry methodologies
2. Perform chemical analysis using instrumentation
3. Evaluate renal function
4. Evaluate enzymatic reactions
5. Evaluate protein function
6. Evaluate carbohydrate function
7. Evaluate electrolytes
8. Evaluate hepatic function
9. Evaluate blood gases
10. Evaluate lipids
11. Evaluate cardiac function

12. Evaluate tumor markers
13. Evaluate endocrine function
14. Evaluate body fluids
15. Evaluate toxicology and TDM

BASIC HEMATOLOGY - 10-513-120...covers the theory and principles of blood cell production and function, and introduces the learner to basic practices and procedures in the hematology laboratory.

1. Diagram the structure of a cell
2. Summarize basic principles of platelet production and function
3. Summarize the production and function of each WBC type
4. Summarize the production and function of RBCs
5. Perform normal blood smear review and cell identification
6. Perform hematology calculations
7. Perform blood smear preparation and staining
8. Perform hemacytometer cell counts
9. Perform basic hematology procedures, including hematocrit, hemoglobin, ESR, and reticulocyte count
10. Operate hematology analyzer
11. Interpret hematology analyzer results
12. Perform quality control procedures

COAGULATION - 10-513-121...introduces the theory and principles of coagulation and explores mechanisms involved in coagulation disorders. Emphasis is placed upon laboratory techniques used to diagnose disease and monitor treatment.

1. Summarize theories and principles of hemostasis
2. Perform basic coagulation procedures
3. Explain principles and techniques of special coagulation procedures
4. Correlate coagulation results with defects in primary hemostasis and bleeding and thrombotic disorders
5. Correlate defects in secondary hemostasis with bleeding and thrombotic disorders
6. Correlate defects in the fibrinolytic system with bleeding and thrombotic disorders

ADVANCED HEMATOLOGY - 10-513-130...explores mechanisms involved in the development of hematological disorders. Emphasis is placed upon laboratory techniques used to diagnose disorders and monitor treatment.

1. Correlate hematology concepts and procedures with disorders of decreased RBC production
2. Correlate hematology concepts and procedures with increased RBC destruction
3. Correlate hematology concepts and procedures with non-malignant disorders of leukocytes
4. Correlate hematology concepts and procedures with acute leukemias and myelodysplastic syndromes
5. Correlate hematology concepts and procedures with chronic myeloproliferative disorders
6. Correlate hematology concepts and procedures with malignant lymphoproliferative disorders

CLINICAL MICROBIOLOGY - 10-513-133...presents the clinical importance of infectious diseases with emphasis upon the appropriate collection, handling and identification of clinically relevant bacteria. Disease states, modes of transmission and methods of prevention and control, including antibiotic susceptibility testing, are also discussed.

1. Perform basic microbiological techniques
2. Perform routine Identification of Staphylococcus and Streptococcus
3. Perform routine Identification of Neisseria and Haemophilus organisms
4. Perform routine Identification of Enterics and other stool pathogens
5. Perform routine Identification of non-fermenters
6. Perform routine Identification of gram positive aerobic bacilli
7. Perform routine Identification of miscellaneous bacteria
8. Interpret susceptibility testing
9. Examine collection, processing, and interpretation of results for various microbiological specimens

ADVANCED MICROBIOLOGY - 10-513-140...overview of acid fast organisms, fungi, parasites, and anaerobic bacteria. The organisms, their pathophysiology, epidemiology, the diseases and conditions that they cause, laboratory methods of handling, culturing and identification will be discussed.

1. Identify fungi
2. Identify parasitic helminthes
3. Identify parasitic protozoa
4. Identify acid-fast organisms
5. Identify anaerobic bacteria

CLINICAL EXPERIENCE 1 , 2, 3 - 10-513-151, -152, -156...practice the principles and procedures of laboratory medicine as an entry level Medical Laboratory Technician (MLT) in a clinical laboratory setting. Working alongside laboratory professionals, you will collect and process specimens, operate laboratory analyzers and instruments, and report results in a Laboratory Information System.

1. Adhere to safety/infection control procedures
2. Investigate the use of Laboratory Information Systems (LIS)
3. Perform blood and other specimen collection
4. Operate laboratory equipment and instrumentation
5. Perform coagulation procedures
6. Perform immunological testing
7. Perform chemistry procedures
8. Perform urinalysis procedures
9. Perform immunohematological techniques
10. Perform hematology procedures
11. Perform microbiology procedures
12. Perform body fluid analysis
13. Correlate results of laboratory testing with conditions/diseases
14. Prepare for employment as an MLT

INTRODUCTION to MOLECULAR DIAGNOSTICS – 10-513-170... introduces the principles and application of molecular diagnostics in the clinical laboratory.

1. Explore genetic principles of molecular diagnostics
2. Investigate the structure of human, bacterial, and viral genomes
3. Summarize specimen collection and processing requirements for molecular diagnosis and nucleic acid isolation techniques
4. Investigate nucleic acid identification and manipulation techniques
5. Investigate nucleic acid amplification techniques
6. Explore detection methods used in molecular diagnostics
7. Explain the utilization of molecular diagnostics in diagnosis of diseases and health conditions

PART III POLICIES

CLINICAL EXPERIENCE

- Students will be required to purchase a uniform, pay for liability insurance included in student fees, provide their own transportation to assigned sites, and cover any other expenses related to clinical experiences. Dependent on availability of sites, students may need to travel distances for clinical experiences.
- Students are required to maintain a current Healthcare Provider CPR card to comply with affiliating agency requirements.
- Students will be required to show proof of annual flu vaccine.
- Students will be required to submit immunization documentation. A fee is charged for this service through Castle Branch. Additional information will be provided upon acceptance into the program.
- Students will be required to undergo a background check using the process in Castle Branch.
- Some affiliating agencies may require a drug screen before student acceptance. The test fee through Castle Branch is the responsibility of the student.

JOB SHADOWING EXPERIENCE

Students accepted into the MLT program will receive a letter describing the job shadow requirement along with participating lab list and job shadow verification form.

Each incoming student must complete a 3-4 hour job shadow experience in a hospital laboratory prior to the first day of Fall semester class with Fall program entry. Student will observe Medical Lab Technicians, Medical Lab Scientists, and other laboratory professionals in their work environment. It is an opportunity to ask questions and experience what it will be like to be a Medical Lab Technician. This experience is meant to solidify the MLT Program selection by the student.

Student will complete a form at the end of the job shadow, which must be turned in to an MLT faculty by the first day of Fall Semester. Students accepted near the beginning of the Fall semester are expected to complete the job shadow as soon as possible.

The Job Shadow requirement has been temporarily waived for the Summer 2021 cohort due to COVID-19. Students have been provided a selection of videos to provide a virtual experience.

SERVICE LEARNING

Service learning, also called “community-based learning,” gives students opportunities to engage in projects and services with community partners. Those partnerships and experiences help the student learn core competencies and employability skills related to their academic program and classes. (<https://www.nwtc.edu/student-experience/service-learning>).

NWTC and the MLT Program strongly supports service learning. Beginning Fall 2021, all incoming and re-entry MLT students will be required to participate in a minimum of one Service Learning event prior to the end of the Third Semester (Fall) first 8 week session.

Each student will be required to complete a minimum of two hours of Service Learning that directly relates to the NWTC employability skills and the MLT Program Course Competencies, Program Outcomes, and/or NAACLS Program Standards. After completion of the Service Learning activity, the student must submit a one page reflection on the activity, what they learned from it, and how it applies to their current and future role as an MLT. Additional information on service learning activities and writing and submitting the reflection can be found in the MLT Program Blackboard Organization.

Students who do not complete the service learning activity and reflection by the end of the Third Semester (Fall) first 8 weeks will not be able to participate in the Clinical Placement Lottery. Please see the Policy for Clinical Placement in the MLT Program Handbook.

MULTICULTURALISM

NWTC and the MLT Program strongly supports the belief that Everyone Has Worth. We are committed to embracing the worth of every individual, providing an inclusive place for all people, and creating a respectful and stimulating environment necessary for intellectual and personal growth. This belief encompasses not only our campus and classrooms, but also our communities and external partners such as our healthcare affiliates. It is essential to the success of our students, program, and external partners that all NWTC MLT Program student have the ability to Value Individual Differences and Abilities, Work Cooperatively and Professionally, and to Demonstrate Community and Global Accountability.

To help support these beliefs and employability skills, beginning Fall 2021 all incoming and re-entry MLT students will be required to participate in/attend one multicultural activity or event prior to the end of the Third Semester (Fall) first 8 week session.

Each student will be required to participate in or attend one community or NWTC cultural event, view a documentary or read a book on public health or multicultural issues, or other appropriate activity. After completion of the event or activity, the student must submit a one page reflection on the activity, what they learned from it, and how it applied to their current and future role as an MLT. Additional information on multicultural activities and writing and submitting the reflection can be found on the MLT Program Blackboard Organization.

Students who do not complete the multiculturalism activity and reflection by the end of the Third Semester (Fall) first 8 weeks will not be able to participate in the Clinical Placement Lottery. Please see the Policy for Clinical Placement in the MLT Program Handbook.

STUDENT EXPECTATIONS

Students are expected to adhere to all student policies found in the NWTC Student Handbook. Pay special attention to:

Student Code of Conduct
Academic Integrity

Personal Appearance in On-Campus MLT Lab

Professional standards of appearance are important to the overall quality of patient care. A high level of personal cleanliness is maintained as standard for employment in healthcare facilities. Poor oral hygiene, body odors, unkempt hair, and other signs of poor personal hygiene cannot be tolerated. For this reason, these same standards will be followed in our student lab.

- Hair must be neat and well-groomed. If hair extends over the collar, it must be pulled back.
- Keep jewelry to a minimum. Wear only wedding rings. Avoid wearing rings with high-set prongs, as these harbor bacteria, and may tear gloves. Do not wear dangling earrings.
- Do not wear heavy make-up, cologne, or perfume.
- Keep fingernails clear and well trimmed. Acrylic nails are not allowed.
- Wear lab coat at all times.

MLT Program Uniform Policy

Effective Summer 2021, all newly admitted, and re-entry MLT Program students will be required to abide by the MLT Program Uniform Policy.

Students in the Medical Laboratory Technician Program are required to purchase uniforms to be worn for the program. Uniforms must be worn in all laboratory sessions for all MLT core courses and are required for activities where students represent the MLT Program. MLT core courses include:

10-513-110 Basic Lab Skills	10-513-111 Phlebotomy
10-513-115 Basic Immunology Concepts	10-513-109 Blood Bank
10-513-114 Urinalysis	10-513-120 Basic Hematology
10-513-121 Coagulation	10-513-130 Adv. Hematology
10-513-116 Clinical Chemistry	10-513-133 Clinical Microbiology
10-513-170 Intro to Molecular Diagnostics	10-513-140 Adv. Microbiology
10-513-151, 152, 156 Clinical Experience 1, 2, 3	

Each student is required to purchase two uniform/scrub tops and two matching uniform/scrub pants in **navy blue**. No specific style or brand name is required.

Uniforms may be purchased from any location. NWTC does partner with the Elite Group to provide uniforms to Health Science students. If the student decides to

purchase through the Elite Group, they can go to <https://nwtc.mybrightsites.com/> and view the scrubs available through the “Scrubs for General Use” tab.

A plain short sleeve or long sleeve T-shirt may be worn under the uniform top. The shirt should have no visible graphics or writing on it.

Uniforms should be kept clean and look professional. Uniforms that are damaged or stained may need to be replaced. It is the student’s responsibility to maintain their uniforms.

Students who attend laboratory sessions without wearing their uniform may be asked to leave class. The student may also be penalized a minimum of one Modeling Responsible Behavior point for not “Demonstrating Personal Accountability” and non-compliance with MLT Handbook policies.

Student Behavior in On-Campus MLT Lab

Because professionalism is expected in the clinical setting, we will practice these skills in our student lab.

- Adhere to professional appearance guidelines as listed above.
- Be prompt. You should be ready to start lab at the scheduled time.
- Exhibit a professional manner. You are expected to be cooperative, to be a good team member, to be pleasant and considerate of others, to keep a neat and orderly work area.
- Adhere to lab safety policies as discussed and posted in all MLT Program Blackboard courses.
- Practice the NWTC Employability Skills. These skills are graded as part of each course grade. The grading rubric will be discussed and posted in all MLT Blackboard courses.

ATTENDANCE AND PARTICIPATION IN PRE-CLINICAL MLT CLASSES

The following attendance and grading policies are used in all NWTC MLT courses unless otherwise noted. These policies were adopted to promote professionalism and responsible work ethics.

Make-up Exam Policy

No make-up exams will be given unless the student has made contact with the instructor via phone or email prior to the exam time regarding the need for a make-up exam.

Only **one make-up exam is allowed without point deduction**. Missed exams will be taken in the Assessment Center or another pre-approved location and must be made up within 3 days of the scheduled test date, or the resulting exam grade earned will be a zero. A second make-up exam will result in 10% point deduction of the earned score.

NOTE: It is the student's responsibility to check on the Assessment Center hours of operation. If the Assessment Center is not available, the student is responsible for setting up an alternative pre-approved location and time to complete the exam.

Late Work Policy

Late work (lab report, written assignments, etc.) will receive a deduction of 10% of the possible points per day that it is late and must be submitted within 1 week of the due date or zero points will be earned.

Employability Skills (MRB) Rubric

The total number of points is determined by the number of class meetings. See Employability Skills (Modeling Responsible Behavior) Rubric for grading criteria.

Make-up Labs

Student must contact instructor to discuss the possibility of making up a missed lab. Making up labs is at the discretion of the instructor. All lab experiences are not able to be duplicated. A missed lab may result in a grade of 0 for that lab. Students are greatly encouraged to attend all class sessions. It is critical to attend all labs to get sufficient hands-on experience and practice of lab procedures.

GRADING POLICY FOR MLT PRE-CLINICAL COURSES

Evaluation methods used in MLT Program courses include written exams and quizzes, laboratory unknowns, laboratory practical exams, various class projects and written assignments, and observation of affective characteristics (safety, work ethics, attitudes).

All evaluation items are related to learning objectives as listed in course outlines.

The final grade for each course (except the Phlebotomy, Basic Lab Skills, and Intro to Molecular) will be calculated as follows:

- **Exams.** 70% of the final course grade is composed of unit exams, quizzes, lab practicals, or other assignments designated by the instructor. *Students must attain a 78% exam average to be successful in the course.*
- **Assignments.** 25% of the final course grade is composed of written assignments such as presentations, worksheets, lab reports, personal reflection and surveys. *Students must attain a 78% assignment average to be successful in the course.*
- **Employability Skills.** 5% of the final course grade comes from employability skills/Modeling Responsible Behavior points. *Students must attain a 75% of the available MRB points to be successful in the course.*

Grading scale:

A	93-100%
B	85-92%
C	78-84%
D	70-77%
F	0-69%

A final course grade of 78% 'C' or better is needed to successfully complete the course and progress in the MLT Program. Any student who earns a 78% final course grade, but does not meet the minimum 78% exam average, 78% assignment average, and/or 75% employability skills will automatically earn a D in the course.

AMERICANS WITH DISABILITIES ACT (ADA) ACCOMODATIONS

<https://www.nwtc.edu/student-experience/disability-services>

The faculty is committed to providing each student with the opportunity to successfully complete the Medical Laboratory Technician Program. Therefore, it is important that students notify the appropriate faculty member if there is any reason that would interfere with their ability to complete course requirements or to participate in activities required for graduation. Reasonable requests for appropriate academic adjustments will be granted. Requests must be received prior to any scheduled activity (e.g., field trips or clinical experiences) or the third class session of any course. All requests will be held in confidence.

Please contact Disability Services by calling (920) 498-6904 or emailing disability.services@nwtc.edu for more information regarding the support services available to you.

CREDIT FOR PRIOR LEARNING

<https://www.nwtc.edu/admissions/transfer-of-credit>

There are several ways to obtain advanced standing, including:

- Transfer of Credit for courses taken at another college

- Credit for Prior Learning is available for the Phlebotomy course by completing a theory written exam and skills demonstration. The process is available on the NWTC website.

Refer to the Policy Statement in the College Catalog and the Student Handbook for complete information. If you have skills and knowledge that may substitute for program courses, see the Academic Advisor to initiate your request.

NWTC ACADEMIC COACHING SERVICES

<https://www.nwtc.edu/student-experience/academic-coaching>

All credit students are eligible to request an academic coach (tutor) for any course. All instructors can refer students obtain an academic coach. Academic Coach Request Forms are located on the my.NWTC student portal. Once requested, the student will be contacted within 2 business dates.

Any student who would like to be considered to serve as an academic coach for fellow students in an MLT course should first contact their MLT course instructor. If recommended by your instructor, you will be directed to contact nwtc.tutoring@nwtc.edu. NWTC pays academic coaches between \$8 and \$9 per hour depending on the number of students being coached at a session.

Academic Coaches are also available for general education and basic science courses.

Refer to Academic Coaching on the NWTC website under Student Services for current coaching schedules and availability.

PROGRAM PROGRESSION AND COMPLETION

Full-time students should follow the course progression as published on the NWTC website. The MLT courses follow a logical sequence, where introductory and foundational science courses are prerequisites to advanced courses. Prerequisites for each course are published.

Part-time students should first take general education and science courses before beginning MLT program courses. Once first semester program courses are taken, the student is expected to follow each semester with all required program courses, so that MLT program coursework is completed in a two year period.

Students who are on the program wait list are encouraged to take general education and basic science courses, while waiting for program admission.

If a student withdraws or fails a pre-clinical MLT program course or a science course, he/she is allowed to repeat the course one time. However, the student may now be out of sequence and will have to complete the division re-entry process to get a slot in the needed class.

Policies for Clinical Experience completion are found in the grading policy in the Clinical Experience syllabus.

Students who complete all required MLT Program coursework with the required minimum grade will be granted an Associate Degree. The degree is not contingent on passing a certification exam. However, the graduate is eligible to take a national certification exam.

ALLIED HEALTH PROGRAMS STARFISH / EARLY ALERT PROCEDURE

NWTC Allied Health Programs have identified the Starfish system as the formal **early alert mechanism** for early identification and intervention of learners struggling within program coursework. While faculty have the flexibility to utilize all of the features of Starfish, (referrals, flags, kudos) this procedure is meant to identify minimum expectations to link the struggling student with the resources and support systems available in order to achieve success in their educational goals. The Starfish Early Alert Procedure is intended to unify processes within Allied Health and Student Services to create a network of support for the learner.

Process:

1. Upon first failure of any project, exam, quiz OR student falls below the minimum passing grade for the course, the instructor will raise the appropriate flag in Starfish. The instructor will make the first contact with the student to triage the intervention and determine the need for additional support or monitoring.
2. Student and instructor set up an agreed upon time for a meeting or meaningful contact.
3. Upon meeting with the student, the instructor will clear the flag and determine the appropriate next step, which could include continued monitoring, referral to academic advising, referral to counseling, referral to academic coaching, or referral to accommodations.
4. Instructor will monitor progress and issue Kudo upon improvement or another flag if issue(s) persist.

FACULTY MENTORING

As a new student in the MLT program, students will be assigned an MLT faculty mentor for their first semester. Students will receive a To-Do through Starfish asking them to schedule a meeting with their faculty mentor. The meeting will address topics like:

- How you are settling into your courses and the college?
- What support you need to make you as successful as possible in the program?
- Academic goals
- Any concerns you have with courses, clinicals, and health requirements.

If students have any questions or concerns after their faculty mentor meeting, they are welcome to reach out to any MLT program faculty or support.

HEALTH SCIENCES AND EDUCATION RE-ENTRY POLICY

NWTC Health Sciences & Education department has established a protocol that allows students to request re-entry/re-sequence into their program after a program course (excluding general studies courses) failure or withdrawal of a program course. Students have only one opportunity to request re-entry to their program. Process for program re-entry will include:

1. If the student fails a program course the instructor will send the student, Dean or Associate Dean, and advisor an email at the time the grade is entered informing them they were not successful in the course.
 - a. If the student withdraws from a program course the instructor will email the Dean or Associate Dean and advisor.
2. Once the Dean or Associate Dean is notified a student has failed or withdrawn from a course the Dean, Associate Dean, or Program Director will issue a To-Do Re-entry tracking flag with directions for the student to fill out a re-entry success plan.
3. The student must complete the electronic re-entry success plan at least one week prior to the start of the next program class. Failure to do so, will result in a delay of program progression. The electronic re-entry success plan will be time and date stamped in the order it is received. If a student's electronic re-entry success plan is not received, their program application will be cancelled. Re-entry is dependent upon availability in next program class or clinical.
4. Once the re-entry success plan is received it is reviewed by leadership and program team.
 - a. *Conditions of re-entry may include (but is not limited to the following):*
 - i. Audit of program courses
 - ii. Competency demonstration (may include written exam, assignment, skills demonstration, or a combination)
 - iii. Meeting with leadership and faculty
 - iv. Or anything determined by the team
 - b. *Conditions of denial may include (but is not limited to the following):*
 - i. Academic performance
 - ii. Employability skills
 - iii. Patient concerns
 - iv. Repeated pattern of behavior
5. The re-entry plan will be emailed to the student, admission advisor, academic advisor and program team. At this time the To-Do flag will be lowered.
 - a. Approved requests are subject to clinical space availability. If space is not available, additional remediation may be necessary.

6. If the student has been denied re-entry, the decision is final, and the student cannot apply for readmission to the program. The student would be able to appeal this decision following the HS&E Appeal Process.

PROGRAM COURSE WITHDRAWAL POLICY

Students have one opportunity to withdraw from a program course. On the second attempt in the same course the student must complete the course successfully otherwise it will be counted as a failure. At this time, step 2 of the program re-entry policy will be followed. Extenuating circumstances are reviewed on an individual basis, and documentation may be requested.

HEALTH SCIENCES AND EDUCATION DISMISSAL POLICY

A student who fails two program courses (the same program course or two separate program courses) will be permanently dismissed from the program. Program Course Withdrawal policy will be applied to the dismissal policy (i.e. two withdrawals is considered a failure). If a program course is taken at another college (in-person/online), while currently in a NWTC program, and the student is not successful in the course it will count toward the dismissal policy.

1. Program dismissal will be sent through Starfish to the student. The Dean or Associate Dean or Program Director will also notify Enrollment Facilitator, Admissions and Academic Advisor. The student's program application will be canceled.
2. Students have a right to appeal a dismissal following the HS&E Appeal process located in the Health Sciences and Education Handbook.

HEALTH SCIENCES AND EDUCATION APPEAL PROCESS

A student may appeal dismissal from their program. The appeal must be submitted within 10 business days, if not submitted the student is permanently dismissed with no opportunity to re-enter or appeal. To begin the appeal process, a student must submit a written appeal to the Dean of Health Sciences & Education. This letter should be detailed and include:

1. Explain why the student feels they should be given an exception to the progression policy.
2. Include a description of any extenuating circumstances.
 - a) Include any supporting documentation
3. Identify the changes the student has implemented to ensure their success.

The Dean of Health Sciences and Education will schedule an appeal hearing and notify the student and Health Programs Appeals Committee (comprised of HS&E faculty,

Academic Advisor and/or Counselor, and either the Dean of Health Sciences and Education, one of the Associate Deans of Health Sciences, or one of the Program Director/Coordinator) of the meeting time and location. The student will not be invited to participate in the meeting. Faculty will be asked to provide feedback on the appealing student.

The Health Program Appeals Committee considers three primary criteria when reviewing the appeal:

1. Extenuating circumstances that may have contributed to the student's difficulties.
2. Evidence of a realistic plan of changes to increase the student's chance for success.
3. Likelihood of success if the student were given another chance.

After the Appeals Committee meets, the student will be notified with one of the following outcomes:

- If the appeal is denied, it will result in permanent dismissal from the program.
- If the appeal is granted, a plan will be developed for program progression. Any further failures in program courses will result in permanent program dismissal without the ability to appeal.

The program team, admissions, and advisors will be notified of the result. The decision of the HS&E Appeals Committee is final. Each student will have only one opportunity to appeal while in a NWTC Health Sciences & Education program.

NWTC TERMINATION/DISMISSAL

The College reserves the right to terminate your enrollment in a program at anytime for sufficient reason. The Student Code of Conduct is used a basis for termination/dismissal. See the NWTC Student Handbook for specific details.

NWTC GRIEVANCE PROCEDURES

The College Grievance Procedure is available in the the NWTC Student Handbook.

PART IV CLINICAL EXPERIENCE

CLINICAL EXPERIENCE SCHEDULES

The Clinical Experience takes place during the fourth semester (Spring). Clinical sites are available in many hospital and clinic labs throughout northeast Wisconsin. Students must have satisfactorily completed all preceding coursework to qualify for the Clinical Experience.

The Clinical Experience consists of a 17 week, 32 hour per week assignment to a clinical lab. The student rotates through the major departments within the lab. Clinical sites have flexibility to alter rotation times based on student progress and staffing/testing availability.

- Chemistry, Hematology/Coag/Urinalysis, Blood Bank, and Phlebotomy rotations will be complete at the clinical site(s).
- A simulated Microbiology rotation will be completed at NWTC.
- The clinical hours are scheduled by individual sites based on typical staffing hours in each department. The scheduled hours will be day shift, Monday through Thursday. Any hours during other shifts can be scheduled if needed to meet the learning objectives in that facility with the approval of the program director and the student.
- 2 off-shifts are scheduled during any of the rotations. The 2 off-shifts can be evening and/or night shifts. The purpose of this is to orientate students to the workflow in an off-shift.

Students may be assigned to a single lab for the entire Clinical Experience or to several labs to complete all rotations. For example, students assigned to a clinic lab for Hematology/Chemistry/Urinalysis/Phlebotomy rotations would do their Blood Bank rotation in a hospital lab. With the evolution of work flow in the clinical laboratory, each site has flexibility in scheduling the break down of rotation time frames. Some sites use sister locations within the health care system to achieve all requirements.

POLICY FOR CLINICAL PLACEMENT

1. Students must have completed the following clinical requirements by the end of the first 8 week session of the third semester (the Fall semester prior to clinical):
 - Criminal Background Check clearance
 - **NOTE:** Completed by end of first semester
 - CPR: American Heart Association "BLS Provider" or American Red Cross "Basic Life Support for Healthcare Providers" course.
 - **NOTE:** Heartsaver courses will not be accepted.
 - Health requirements including updated yearly TB skin test and annual influenza vaccine
2. Students must have completed all preceding course work with grades of C or better in all core courses and science courses.
3. Students must have completed the Service Learning and Multicultural Requirements and Reflections.
4. No special consideration can be given to those individuals with spouse, children, lack of transportation, etc.
5. The order of student placement will be determined by lottery. Students who have fulfilled the stated requirements will be asked to list preferred sites in order of preference. Preferred sites will be considered. There is no guarantee of placement at a preferred site. Final clinical placement decisions are at the discretion of MLT faculty. Students will be placed at the site most appropriate for individual learning needs.
6. It is expected that established clinical sites will continue to affiliate with Northeast Wisconsin Technical College. However, it is each individual lab's prerogative to terminate their affiliation agreement or refuse a student for a particular semester. Northeast Wisconsin Technical College will then make every effort to retain replacement clinical sites. In the unlikely event that a replacement site could not be identified, the following policy will go into effect:
 - Students will be placed in order assigned by lottery. In the unlikely event of an insufficient number of sites to place all eligible students, an attempt will be made to establish a site for a Fall clinical. If that is not possible, that student will be placed first the following Spring semester.
7. There is no scheduled Fall clinical. An attempt to find a Fall clinical placement would be made for a student out of sequence.
8. If there are adequate placement sites available for all students, but a student chooses not to accept one for any reason, that student will be placed the

following spring semester only after all other students from that semester have been placed. There is a risk that this may further delay placement of the student.

9. If a student does not complete their clinical due to academic or disciplinary reasons, the student would need to go through the Allied Health Program re-entry process.

CLINICAL SITES

The following hospitals and clinics have affiliated with the MLT program over the past several years. Affiliating agencies may change year to year.

- | | |
|---|-------------------|
| 1. Ascension Calumet Hospital | Chilton, WI |
| 2. Aurora Baycare Medical Center | Green Bay, WI |
| 3. Aurora Medical Center – Bay Area | Marinette, WI |
| 4. Aurora Medical Center Oshkosh | Oshkosh, WI |
| 5. Bellin Health Oconto Hospital | Oconto, WI |
| 6. Bellin Memorial Hospital | Green Bay, WI |
| 7. Bellin Health Clinics | Green Bay, WI |
| 8. Dickenson County Memorial Hospital | Iron Mountain, MI |
| 9. Door County Medical Center | Sturgeon Bay, WI |
| 10. Encircle Health – ThedaCare Labs | Appleton, WI |
| 11. Holy Family Memorial | Manitowoc, WI |
| 12. HSHS St. Clare Memorial Hospital | Oconto Falls, WI |
| 13. HSHS St. Mary's Hosp Medical Center | Green Bay, WI |
| 14. HSHS St. Vincent Hospital | Green Bay, WI |
| 15. Prevea Health | Green Bay, WI |
| 16. Primary Care Associates of Appleton | Appleton, WI |
| 17. ThedaCare Medical Center-Shawano | Shawano |

STATEMENT OF POLICY ACCEPTANCE

Please initial each statement:

_____ I have read and agree to adhere to the Student Expectations and Behaviors policies.

_____ I understand and agree to adhere to the MLT Laboratory Safety Policies. The policies are discussed and are posted in Blackboard.

_____ I have read and understand the Program Progression, Completion, Re-entry, and Appeals policies.

_____ I have read the Clinical Site Placement Policy for the Medical Laboratory Technician program.

_____ I understand and accept these policies.

Student Name _____
(Please print neatly)

Student Signature _____ Date _____

