

MEDICAL TECHNOLOGY 669/679

CLINICAL PRACTICUM MANUAL

The Ohio State University

Spring 2012

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**THE OHIO STATE UNIVERSITY
INTERNSHIP MANUAL
669/679**

FORWARD

The purpose of this handbook is to provide the medical technology (clinical laboratory science) student intern with a source of written information regarding the clinical laboratory and policies to which the student must adhere.

This notebook is to be used by Senior Medical Technology Certification students during their MT 669 and MT 679 Internship Rotation.

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Additional information specific to the clinical site is written and provided to the student by the clinical education coordinator of the site. This information includes specific behaviors, dress, and objectives unique to the clinical site the student will be attending.

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I. POSITION STATEMENTS

A. Medical Technology Internship: The Role of the Student

1. Introduction

The clinical internship of the Medical Technology student is required to expose the intern to the environment of the clinical laboratory and hospital or independent lab. In this way, the intern may practice skills learned in the classroom setting and gain experience in the use of laboratory equipment, procedures and practices. While in the clinical laboratory, the student's work must always be supervised by a clinical instructor or technologist skilled in the performance of a test being done.

2. General rotation:

In each assigned area the intern will participate in the activities of the section while successfully performing tests on patient samples. This may be achieved by:

- (a) Performing such tests in duplicate with the laboratory
- (b) At the discretion of the technologist/instructor, performing the test under direct supervision of the instructor. This should occur when the intern has demonstrated appropriate efficiency in the test.

If the intern actually performs the test achieving a valid result used for the report, the report which is sent out must be signed by the technologist responsible for the results. The student must sign the logged results and the laboratory copy. A report may never be released with the student's signature as the only name on the record. For electronically transmitted results, where possible, the student should be issued a student computer code. Results should be submitted with the student code and the code of the supervising technologist.

3. Phlebotomy-Patient Contact

The MT intern should participate in the collection of specimens for laboratory tests. The intern should perform initial phlebotomy on an adult patient willing to have them collect the sample. All collections must be supervised by a laboratory phlebotomist or technologist.

Unsupervised specimen collection from patients by students must not occur.

In situations where the student performance of phlebotomy is unsuccessful, the student should confine the total attempts to two (2) before turning the problem over to the instructor.

4. Guidelines for Student Activities and Function in the Laboratory

Students may never work completely unsupervised.

Students are never to be placed in a position of independence in carrying out laboratory responsibilities.

Student activities are to be exclusively directed to learning, and they must not be diverted to assisting in completing the laboratory workload at any time.

The student may not accept any responsibilities for carrying out any unsupervised activity or for completing any part of the workload of the laboratory section. In relation to this, the logging of laboratory data must be confined to the logging which is an integral part of the specified test being performed by the student.

B. Medical Technology Internship: The Role of the Clinical Laboratory

1. Introduction

The clinical laboratory facilities are the settings in which the students may gain experience and further education in the clinical laboratory field. The staff of the laboratory is responsible to instruct the student in the:

- (1) Proper use of the laboratory equipment
- (2) Proper techniques required to carry out test procedures
- (3) Proper conduct to conform with the highest standards of practice in the clinical laboratory. (This includes information about what is incorrect behavior as well as what is correct behavior).

2. Responsibilities:

The laboratory staff will work directly with the students. A student's learning experience may normally be carried out as follows:

- (1) Observation of an activity
- (2) Performance and practice of the activity
- (3) Performance to gain experience and skill
- (4) A recorded evaluation of the terminal behavior

NOTE: Clinical faculty will be responsible for:

- (1) Keeping attendance records of the student
- (2) Monitoring of the progress of the student's training
- (3) Scheduling daily student activities
- (4) Evaluation of technical and non-academic student behavior
- (5) Arranging any lectures, seminars, demonstrations, or other learning activities which supplement the clinical experience

The laboratory staff instructors will evaluate the student's performance at the point of completion of the activity. This evaluation will become part of the student's permanent record and used to determine the satisfactory/unsatisfactory grade for the student's internship. The instructor is asked to review the evaluation with the student prior to the instructor submitting it to the MLS Division.

3. Problem Solving:

Training problems which arise may be resolved between the clinical site technologist-instructor and the student or with the assistance of the the program's clinical coordinator and the Director of the MLS Division. Any direct authority over the student is exercised by the SAMP. This authority may be delegated to the technical staff instructors with limitations. The limits are confined to the areas directly related to the performance of the student in the laboratory related activities. If immediate resolution of a problem does not occur, it may be turned over to the Laboratory Section Education Coordinator. If not then resolved, it is to be promptly referred to the Medical Technology Program Coordinator and subsequently the MT Director. The laboratory staff will work with the Program Director to make sure all assignments are carried out by the students.

C. Medical Technology Internship: The Role of The Ohio State University, Medical Laboratory Science Division

1. Introduction

The Ohio State University Medical Technology Internship education requires a clinical practicum phase for all students in the MT program.

The internship consists of a 10 week continuous rotation, beginning the first day of the OSU spring break and continuing through the end of the ninth week of the quarter. The tenth week and finals week will be used to makeup any absences and for elective rotations. Students may refer to internship schedule for their specific, individual rotation schedule.

2. Responsibilities:

In the clinical laboratory internship for the MT student, the college is responsible for:

- (1) Providing an instructor/coordinator
- (2) Any disciplinary action required to correct behavior deviations of students
- (3) Provide evaluation mechanisms to be used by the technical instructor staff of the laboratory
- (4) Assisting clinical instructors with special learning problems of students

- (5) Assist the students in the evaluation of clinical instructors by providing an appropriate evaluation form
- (6) Assign student grades based on the clinical evaluations

II. INTERNSHIP POLICY ON ATTENDANCE AND PUNCTUALITY

A. General Policy

Monday through Friday, the student will be rotating through each area of the laboratory. **NOTE: TIMES MAY VARY IN EACH SECTION OF THE LABORATORY, SO CHECK THE ROTATION SCHEDULE.** The student will be expected to enter each rotation with the minimal competencies possessed when completing the courses with the Medical Technology school. The clinical instructors do not have time for remedial work.

Daily attendance and punctuality are of utmost importance in the successful completion of each rotation. If, for some reason, the student cannot be present, or will be more than 15 minutes late (tardy), (i.e., illness or emergency), please notify the clinical instructor AND school coordinator ½ hour before the scheduled arrival. It will be the student's responsibility to complete all missed work. Failure to make up "missed time" or a pattern of unexcused absences, or tardiness may result in an unsatisfactory grade.

Prospective employers always inquire about attendance and punctuality. These factors will be part of the clinical evaluation and included in any references for future employment.

B. Request for Absence

If the student knows that he/she must miss a class/rotation, he/she is required to file a written request with the MLS program director before permission can be granted. The content of this written request should include the exact time the student will be missing, reason for absence and plan to make up time. This make-up schedule must be discussed with the program director and education coordinator before the request is submitted.

C. Tardiness

The student will be expected to arrive and begin work promptly and to stay until the scheduled rotation is complete. Any tardiness or early departure should be logged in the student's file. Tardiness and early departure is cumulative and **any amount is excess of 2 hours must be made up.**

D. Lunch/Breaks

Students will be entitled to a 30 minute lunch break during the 8 hour rotation. Lunch should be arranged with the clinical instructor.

III. PERSONAL APPEARANCE AND IDENTIFICATION

A. S.A.M.P. Policies

1. Introduction

Each student enrolled in an allied health profession is expected to maintain a proper personal appearance and to dress appropriately for the setting of the health area.

In a memorandum to all medical students, former Vice-President Meiling stated:

"Remember the dignity of the person of your patient; he may feel threatened by extremes of difference. No matter what the ends of the spectrum may be, moderation in appearance and action will engender the most confidence and impart the most comfort to patients and their families."

2. Clothing

The style of clothing acceptable and/or appropriate for public wearing is not always acceptable and/or appropriate to the health areas.

A student must assume responsibility for appropriate appearance and dress in lecture and in clinical areas. Each internship site may have specific personal appearance and uniform requirements. These may be found in individual manual sections for the site. Good grooming is essential. Exaggerated clothing, finger nails, and hair styles or unkept beards are out of place in the health areas.

Please refer to each clinical affiliate data sheet for the specific dress code of the clinical site. The clinical site may also supply the student with this information.

3. Name Badge

All students shall wear an ID badge on the clinical uniform. ID badges should be obtained from the University Hospitals Safety and Security offices when needed, before going to the clinical areas. Some clinical sites may instead require a site-specific ID badge.

IV. GENERAL LABORATORY POLICIES

A. Personal phone call policy

- a. As with personnel in any professional setting, students are requested to restrict personal phone calls/texts, either incoming or outgoing, to only those which are absolutely essential and then must be used in the appropriate location. Cell phone and other similar devices are NOT to be brought in the clinical laboratory.

- b. Telephone lines are to be kept free for the essential business of the laboratory.
- c. Urgent and essential incoming calls for personnel will be accepted.
- d. Each person should inform friends and relatives that personal calls must be restricted to very essential matters.

B. Laboratory Reports

- a. All laboratory reports are confidential and not intended for patient use or knowledge. Therefore, NO reports are to be given to any patient or representative of a patient without the written permission of the ordering physician.
- b. All HIPAA regulations are in effect at all times. Violations of either part of this policy shall result in corrective disciplinary action per laboratory and hospital policy. Please review HIPAA regulations. While students are required to have OSU HIPAA training, sites may require students to have additional site specific training.

C. Non-Work Related Activities Policy

- a. The activities of personnel employed within any physical space delegated to the laboratory responsibility and function should be directed to the objectives of the laboratory.
- b. Using the above statement as a guideline, the following rules are applied:
 - 1. Activities which cannot be directly related to the work and knowledge of laboratory personnel are not permitted in the areas designated to carry out the laboratory services or functions.
 - (a) For example, sewing, knitting, or reading novels is not an activity proper for laboratories.
 - 2. No games may be played within the physical space delegated to the laboratory department.

D. A Guide to Good Conduct

- a. During working hours, interns are expected to conduct themselves in a manner that promotes the safety and welfare of employees and patients, encourages congenial work habits, and protects personal and hospital property. Misconduct may result in disciplinary action. Some examples of misconduct, which are not all inclusive, are listed below.

1. Intoxication or use of alcoholic beverages
2. Unauthorized use or disposal of drugs
3. Fighting or disorderly conduct including provoking or instigating a fight, or engaging in heated arguments with patients, co-workers, or visitors
4. Possession of firearms or other weapons
5. Immoral conduct or indecencies on hospital property
6. Violation of civil law
7. Falsification of information concerning application forms, leave of absence, or time records
8. Leaving the clinical site without permission during working hours
9. Deliberate violation or refusal to obey instructions of supervisor
10. Divulging information concerning patients to unauthorized persons
11. Sleeping while on duty
12. Conviction of a crime
13. Theft of property belonging to patients, visitors, or co-workers
14. Excessive, unexplained or unexcused absenteeism
15. Unauthorized use of bulletin boards
16. Careless or unauthorized use of clinical equipment and material
17. Abuse of coffee breaks
18. Deliberate or careless errors
19. Gambling on clinical site property
20. Horseplay on clinical site property
21. Poor housekeeping habits
22. Unexcused or excessive tardiness
23. Leaving work early and/or excessively
24. Parking and traffic violations on hospital grounds
25. Smoking in unauthorized areas or at unauthorized times
26. Violation of safety rules

V. STUDENT RIGHTS AND RESPONSIBILITIES

A. General Considerations

A synopsis of the University Code of Student Conduct is published each quarter in the Master Schedule of Classes and online.

1. Special Note for Health Professions Students

Because many states, institutions and registration licensure boards impose severe restriction on hiring or credentialing medical personnel who have felony or misdemeanor convictions, the student having such a record must seek advice of the Student Affairs Office at the School of Allied Medical Professions before pursuing a course of study leading to a profession where such restrictions might preclude certification or employment in the desire profession.

2. Student Disciplinary Policies

Any nonacademic disciplinary infraction that does not come under the jurisdiction of the Student Code of Student Conduct will be handled within the division.

A student who has been disciplined within the division has the right to have his or her case reviewed by a disciplinary review committee composed of the following:

1. Two faculty members from the Student Affairs Committee, excluding the faculty representative of the division involved.
2. A member from Administration and the student representative who serve on the Student Affairs Committee.

3. Family Education Rights and Privacy Act of 1974, as amended

The above act creates certain problems for seniors and for all students who may be subjects of news stories. The School cannot release names and addresses or phone numbers.

B. Student Code of Ethics

Established by: Student Affairs Committee and Student Affairs Council, School of Allied Medical Professions

WHEREAS: Guidelines for acceptable professional and personal behavior for all student enrolled in the School of Allied Medical Professions at The Ohio State University should be available to each student, and

WHEREAS: Preparation of the student for future professional and personal conducts is part of the obligation of the education process, and

WHEREAS: The development of proper professional and personal behavior is necessary to perpetuate acceptable professional conduct required of the health professions, and

WHEREAS: The development and improvement of health care can be fostered through the coordinated efforts of allied health professional groups.

BE IT RESOLVED: That all enrolled students and faculty members of the School of Allied Medical Professions of The Ohio State University shall abide by the principles, encompassed by description or implication, in this Code of Ethics.

1. The human dignity of each individual with whom the student associates should be respected, with primary concern being directed toward the welfare of the patient. In entering the health professions, the student assumes definite responsibilities

toward his or her associates and commits him/herself to the upholding of professional ideal.

2. The student should respect the confidentiality of all privileged information and should voluntarily share such information only when it serves the welfare of the patient or fellow student.
3. Improper professional conduct is not to be condoned. Information concerning improper, illegal, or unethical conduct of fellow students or faculty should be given to the appropriate authority without fear or favor.
4. Each student should strive to improve and maintain acceptable standards of professional practice by continuing his or her intellectual and professional growth.
5. Each student should strive to uphold the dignity and respect of his or her chosen profession by his or her dress, personal appearance, conduct and conversation.
6. Each student should avoid the indiscriminate or overindulgent use of alcohol, tobacco, drugs, medications, and other similar items that may adversely affect the student's health or ability to function with adequate reason and judgement.
7. Each student should conduct his or her personal activities so that no patient is endangered by them, and so that no interference with the normal procedures of the medical complex occurs.

C. Professional Behavior

Professionals have a moral responsibility to themselves, to their patients, to their associates, and to the institution with which they are affiliated, to provide the best service possible.

Personal ethics require certain inherent elements of character that include honesty, loyalty, understanding, and the ability to respect the rights and dignity of others. Personal ethics require conscientious preparation during one's academic years for eventual professional duties and responsibilities. A continuation of the development of professional efficiency should be accomplished by observation, study, and investigation during one's entire professional life.

Strength of character should enable one to rise above prejudice in regard to race, creed, or economic status in the interest of better professional service.

To maintain optimum professional performance, one should be personally responsible for maintaining proper physical and moral fitness.

Finally, it must be realized that no action of the individual can be entirely separated from the reputation of the individual or of his or her profession. Therefore, a serious and

primary obligation of the individual is to uphold the dignity and honor of his or her chosen profession by thought, works and actions.

VI. PERFORMANCE EVALUATION DESCRIPTION

A. Standard Internship Evaluation:

This section contains the information on the evaluation survey which is utilized by the clinical instructors to evaluate the student's performance behavior. The clinical instructor or instructors who work with the student should fill out an evaluation on the student's performance. If several people worked with the student, the section leader can consult each and create a summary evaluation including all of their comments. The instructor or section leader is asked to review this evaluation form with the student at the end of the scheduled rotation but it is not required. All evaluation surveys should be submitted within one week of the specific rotation or by **June 1, 2012** whichever comes first.

B. Student Evaluation of the Internship Rotation:

This section also contains the evaluation instrument the MT student will utilize to evaluate his/her clinical rotation: This evaluation should be completed on-line when prompted via email within one week of finishing the rotation in that department. All forms are due no later than **June 1, 2012**.

C. These surveys **must** be completed before a course grade is given. Failure to complete and return the evaluations to the division prior to **June 1, 201** can lead to a delay in a grade for the course being issued and/or a delay in graduation.

D. Students will be provided with a copy of the evaluation surveys in their internship orientation packets.

E. If a student receives a negative evaluation the MLS program coordinator will contact them to discuss and allow the student to view the evaluation if they did not do so at the internship facility.

VII. GRADING POLICIES

1. All Medical Technology Internship Courses (669/679/689) are graded S/U.
2. Determination of the final grade for any rotation (669/679) is the final responsibility of the Program Director. Grades will be determined in consultation with the clinical coordinator and clinical faculty from the department. Documentation for grading includes, but is not limited to, all written technical evaluation forms, check-off lists, attendance records, pre and post test scores, disciplinary actions and non-academic evaluations. The final grade for MT 689 is based on satisfactory completion and passing of the Comprehensive Final Exam.
3. In order to receive a satisfactory grade in any rotation or internship course, a student must:
 - a. Meet all of the department's written objectives.
 - b. Demonstrate competency in all assigned tasks.
 - c. Conform to the written guidelines outlined in this manual.
 - d. Have a C or better grade in all assignments and MT course examinations.
 - e. Receive a rating of "Meets Expectations" or "Exceeds Expectations" on at least 70% of the behaviors listed on the Standard Student Intern Evaluation Form. Any borderline evaluations will be reviewed by a faculty committee in the MT program.
 - f. Satisfactorily complete the end-of-rotation questions submitted with the rotation evaluations.
 - g. Pass the MT Program Comprehensive Final Examination.

4. Unsatisfactory Grades

Students who receive an unsatisfactory grade in any of the Medical Technology 669/679 courses will be given the opportunity to repeat the rotation. If additional rotations must be repeated, the student will be required to rotate during the 10th week or finals week of the quarter. If this is not possible, then he/she will have to wait until the course is offered that following academic year. A rotation may be repeated only one time. If a student receives an unsatisfactory grade in MT 689, he or she will be given the opportunity to repeat the questions or comprehensive exam one additional time that quarter. Unsuccessful completion of the make-up will result in the student graduating in the medical science track rather than the certification track.

5. Incompletes

A grade of "incomplete" is designed for those students who, because of some serious circumstances beyond their control, are unable to complete required assignments or tasks during the allotted class time. An example of such a circumstance would be a serious illness. It is the responsibility of the student to inform the Division Director and Clinical Coordinator of such circumstances and to request an incomplete grade. No incomplete

grade will be given without the concurrence of the Program Director and Educational Coordinator. An incomplete may not be used as an alternative to an unsatisfactory grade.

VIII. UNIVERSAL PRECAUTIONS:

During the internship in the clinical laboratories the student will be expected to know and practice Universal Precautions just as was required in the student laboratory. Practicing Universal Precautions is handling all blood and body fluids as if they are known to be infective.

The following page is a summary of Universal Precautions' principles and practices.

A. Infectious Substances and Agents

Considered infectious: blood, blood products, semen, vaginal secretions, cerebrospinal fluid, synovial fluid, amniotic fluid, feces, nasal secretions, sputum, sweat, tears, urine and vomit.

Agents identified by OSHA as potential pathogens when handling blood, blood products and body fluids are:

1. Hepatitis B, Hepatitis C, Delta, and non-A, non-B Hepatitis, and non-C Hepatitis

Transmission by direct inoculation through the skin or to mucous membranes - particularly needle sticks or splashing of contaminated body fluids - can survive on lab surfaces contaminated with blood. Symptoms include fatigue, jaundice, nausea - can lead to chronic hepatitis, cirrhosis, liver cancer, and death.

2. Human Immunodeficiency Virus (AIDS)

Transmitted to laboratory personnel through inoculation through the skin or to the mucous membranes with contaminated body fluids. Multiple symptoms include rash, fever, diarrhea, fatigue. Development of other characteristic diseases such as *Pneumocystis carinii* pneumonia or Kaposi's sarcoma - is fatal at present.

3. Syphilis, Malaria, and others

Have also been reported to be transmitted through needle sticks.

B. Safety Protection Levels:

With the emergence of the CDC Universal Precautions which recommends treating every specimen as infectious, the University Hospital's Department of Pathology related the potential danger for infection to the needed level of worker precaution based on the specimen and the procedure being performed.

Blood Drawing Rotations:

The hospital will give site-specific instructions and precautions at the start of the rotation.

Safety Manuals:

During the internship rotations, each clinical laboratory section will require the student to read their safety manual. Other manuals or training sessions may also be required.

Accidents or Injuries:

In case of any injury, however slight, a lab supervisor should be notified immediately so that the proper personal injury procedures can be followed. All blood and/or body fluid exposures will be evaluated according to the Ohio State University Blood Borne Exposure policy.

Waste Disposal:

Sharps, biohazard, and regular waste disposal will be the same during internship rotations as it was during student lab. See the student safety manual or the clinical labs safety manual if in doubt.

Fire and First Aid:

Both the Division of Medical Technology and the clinical site abide by the City and State Fire Codes. Information can be referenced in the student Safety Manual if there are any questions or the clinical education coordinator can be asked for site specific information.

Chemical Safety:

Both the Division of Medical Technology and the clinical site abide by the Environmental Protection Agency, OSHA, state, and local regulations. See Student Safety Manual if there are any questions or ask the clinical education coordinator for site specific information.