



Family Health Services Training Center



# School Catalog

2018

3500 5th Avenue Suite 203, San Diego, CA 92103  
(619) 294-2192  
[www.familyhealth-services.com](http://www.familyhealth-services.com)

*Providing Excellence in Training and Continuing Education to California Health Services Community since 1986*

The Family Health Services Training Center hereafter referred to as “the Center” is a private institution that is approved to operate by the California Bureau for Private Postsecondary Education. Approval means this institution is in compliance with state standards as set forth in the CEC and 5, CCR. Neither the Center nor any of its training programs are accredited by an accreditation agency recognized by the US Department of Education.

This catalog is effective from January 1, 2018 – December 31, 2018 and is updated annually. A pdf copy of the catalog may be e-mailed to students upon request. Students, as well as the general public, may print out a copy of the catalog when visiting the Family Health Services website at: [www.familyhealth-services.com](http://www.familyhealth-services.com) or by contacting us at (619) 294-2192.

The Center has made every reasonable effort to ensure the accuracy of this catalog at the time it was published, however, the Center reserves the right to make changes to the catalog as needed. In the event a correction or update is made, the Center will publish an updated catalog to include an addendum of any changes.

As a prospective student you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. This information can be found on our website at [www.familyhealth-services.com](http://www.familyhealth-services.com).

## Table of Contents

	Pages
1. The Phlebotomy Training Courses	4-5
2. Staff & Faculty	6
3. Facilities	7
4. Admission Policies	8
5. School Policies	9-12
6. Student's Right to Cancel and Refund Policy	13
7. Student Tuition Recovery Fund (STRF)	14
8. Academic Policies	15-16
9. Course Offerings	17
10. Phlebotomy Full Course	18-21
11. Phlebotomy Abbreviated Course	22
12. Phlebotomy Limited Course	23
13. California State License Application Process & CEU's	24
14. Safe Venipuncture Course	25
15. Blood Withdrawal Course	26
16. Student Services	27-28

## **THE PHLEBOTOMY TRAINING COURSES**

The Phlebotomy Training Courses are designed to prepare students for state certification in phlebotomy and an entry level position in healthcare. Admission requirements for the Phlebotomy Training Courses offered by the Center are largely defined by state of California Department of Public Health (CDPH) for licensed phlebotomists.

### **Mission and Objectives**

Family Health Services Training Center is committed to enhance students' careers, meet the needs of healthcare providers and improve patient care by providing high quality phlebotomy education through industry leading curriculum, current technology and extensive hands-on-experience.

The goal of our Phlebotomy Training Programs is to expand the knowledge and skills of prospective and currently employed healthcare professionals in the performance of blood withdrawal and to educate these professionals on the most recent trends in blood analysis and clinical laboratory medicine. These courses are designed to provide students with the skills and knowledge necessary to work in variety of medical settings including: Clinical Laboratories, Hospitals, Clinics, Physician's Offices, Blood Banks and much more.

The success of the training as well as the students is measured by the following parameters:

- (1) The number of students who enroll and the percentage of students that graduate
- (2) Student success on national exams (if applicable)
- (3) The percentage of students who find jobs and careers that contribute to healthcare delivery in their community

Students will explore practical phlebotomy with an emphasis on understanding various venipuncture foundations, practices and general phlebotomy procedures that are applied in the work place. All lecture information will cover basic and advanced phlebotomy skills in these areas:

- Basic and advance laboratory terminology and definitions
- Physician requisition forms
- Common laboratory test, tube colors and departments
- General specimen collection and processing procedures
- Common test names and their practical usages
- Vein locations for routine and advance blood draws
- Blood drawing procedures
- Special considerations, pre-analytical sources of error in specimen collection
- Appropriate response to patient complications resulting from a phlebotomy procedure
- General patient instructions for specific procedures
- Permissible procedure limits regarding the care and preparation of common blood test
- Universal Precautions and safety procedures
- Basic and advanced infection control

- The prevention of nosocomial infections

Students will explore pertinent anatomy and physiology of body systems with an emphasis on the circulatory system and anticoagulation theory. Students will learn the importance of proper patient identification and its impact on quality assurance in the medical setting. Students will also practice proper waste disposal techniques (i.e. appropriate needle disposal sharps and biohazard waste).

The course covers a broad spectrum of concepts and skills involving not only academic and scientific training, but also the acquisition of clinical and critical thinking skills. Hence, students will simulate role play of both phlebotomist and patient. This will allow each student to gain the practical skills necessary to properly perform their techniques, and at the same time, develop a deeper understanding of the patient experience.

It is important that all health care professionals demonstrate a high standard of professionalism. This is often done through meeting the moral, confidential and ethical standards of the healthcare facility. Thus, students will learn: how to work together to achieve common work-related goals, proper patient etiquette, basic concepts of communication, stress management, ethics and legal implications pertaining to phlebotomy.

## ADMINISTRATION

Preston Plumb  
**President and CEO**  
*Bachelor of Science, IEOB*

Jaime Murrell, CPT I  
**Student Services & Office Coordinator**  
*Medical Assistant Certificate,  
Academy of Professional Careers*

Tiffany Tacdiran, CPT I  
**Student Services & Internship Coordinator**  
*Bachelor of Science,  
University of California, Los Angeles*

## PHLEBOTOMY PROGRAM FACULTY

Otis L. Stitt, CLS, MPH  
**Director of Phlebotomy**

Terry Jordan, CPT I, MPH  
**Supervising Instructor**  
*Bachelor of Science,  
Embry University*

Tammy Marshall, CPT I  
**Practical Instructor**  
*Medical Assistant  
Certificate, UEI*

Cheryl Dullano, CPT I  
**Phlebotomy Instructor**  
*Bachelor of Science,  
National University*

## FACILITIES

The Family Health Services Training Center has sufficient facilities and equipment to support the achievement objectives of all the courses and educational programs in which students are enrolled. The Center's facilities, which include heating and cooling, ventilation, lighting, classrooms, laboratories, and campus environs, are well-maintained.

All instruction for courses offered by the Family Health Services Training Center is held either on our main campus: 3500 5<sup>th</sup> Avenue, Suite# 203, San Diego, CA 92103 or at our satellite campus at the Technology Career Institute at Mira Costa College: 2075 Las Palmas Drive Carlsbad, CA 92011.



These facilities include spacious classrooms that include blood draw stations, fully equipped and designed for students to simulate on-the-job training. These stations can include phlebotomy chairs equipped with lock-in mechanisms to prevent falling and all necessary equipment and supplies required to perform phlebotomy procedures like antiseptic, gauze, Sharps container, tourniquets, vacutainer tubes, lancets, winged infusion sets, vacutainer needles and hubs, and personal protective equipment.



Combination of Butterfly and Syringe Systems



Combination of Butterfly and ETS System



Left to right: Syringe Transfer Device, Engineered Safety Device and Luer-lock needle and assembly

## **Admission Policies**

The Family Health Services Training Center has written admission standards for each of its educational programs. These standards are related to the specific program and ensure that no student will be admitted who is unqualified.

**All instruction in the phlebotomy course is only available in English.** Therefore, proficiency in the English language is a requirement for admission to any of the phlebotomy courses offered. Students who speak English as a second language may be required to pass an English Assessment Test provided by the Center. A student must achieve at least a 70% to pass.

Please note the Center does not provide visa services to foreign students and will not vouch for student status or any associated charges.

Due to the requirements set by the California Department of Public Health, the Center cannot accept ATB (ability to benefit) students into the Phlebotomy Training Program.

### **Credit for Prior Experiential Learning**

Family Health Services Training Center has not entered into an articulation or transfer agreement with any other college or university for the transfer of credits. Similarly, the Center does not award credit for prior experiential learning, credit earned at other institutions in phlebotomy nor credit earned through challenge examinations and achievement tests.

### **Notice Concerning Transferability of Credits and Credentials Earned at our Institution**

The transferability of credits you earn at Family Health Services Training Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Phlebotomy Training Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Family Health Services Training Center to determine if your certificate will transfer.

## SCHOOL POLICIES

### Attendance Policies

**Students are expected to attend all classes of the course.** Attendance is important but is the responsibility of each student. There will be material discussed in class that is not in the text, and can be included on the exams. The student is responsible to obtain any material missed due to an absence.

**Students are expected to report on time.** A grace period of fifteen minutes shall be applied and anything beyond that will be considered tardy. Three occurrences of tardiness and/or early departure will be considered an unexcused absence. Students will need to discuss with an administrator if a make-up class will need to be scheduled.

Students with up to 2 absences will be issued a verbal warning along with a makeup schedule for the classes missed. Students that accrue three or more absences will be excluded from the current course, but may be re-instated to a subsequent class. Additional fees may apply. Students will be accredited hours completed from the previous class.

- An excused absence is defined as an absence for a valid reason that was pre-approved by the school office or absence due to illness provided the student presents a doctor's note
- Students are required to call and inform the school office for any foreseen absences or tardiness
- Make-up classes for absences are to be arranged with the Center

Students will be allowed to have a break time of 10-15 minutes at the midpoint of their training hours.

### Bar from Attendance

Students may be barred from attendance for failure to:

1. Comply with the Center's policies
2. Respond to official notices
3. Settle financial obligations when due

### Leave of Absence

The Center understands that life events may require the students to modify class enrollment and schedules. A student may provide a written request for a leave of absence up to a maximum of 30 days, unless otherwise discussed with the Center. The request should include the reason for the leave of absence and the amount of time required. If approved, the student may be re-instated to a subsequent course upon their return.

If the student is using a third party for financial assistance, it is their responsibility to inform that organization of their leave of absence and to discuss any consequences that might occur as a result.

Notification of approval or denial will be returned to the student in writing within 48 hours. Unexcused leave of four or more consecutive classes will be taken as abandonment of the course.

### **Non-Discrimination Policy**

The Center prohibits any type of discrimination or harassment based on race, ethnic group, national origin, religion, age, gender, sexual orientation, color, physical or mental disability, marital and/or veteran status.

### **Smoking, Drugs and Alcohol Policy**

The Center prohibits smoking in the facility as well as outside stairways. Sale of tobacco products at the Center's facility is also prohibited. The Center prohibits the use and distribution of illicit drugs and alcohol by students and employees.

### **Visitor Policy**

No one may visit a classroom during class hours without permission from the Center's office. Students are not allowed to bring children to the classroom or laboratories while attending class.

### **Behavior**

Students are required to conduct themselves in an appropriate behavior that is acceptable to the policies of the Center at all times.

Unacceptable behavior may include but is not limited to the following:

- eating and/or drinking in restricted areas
- repeated tardiness
- use of vulgar or obscene words/actions
- lack of cooperation
- Use of Cell phones or any other electronics during class
- Any behavior that may hinder other students from performing their duties

### **Personal Appearance and Dress Code Policy**

Students are to present a respectable appearance and dress in a manner that is appropriate for safety. If applicable, during the Laboratory Practical and Clinical Internship, students must adhere to the following:

1. Scrubs (any color is acceptable)
2. Closed toed shoes
3. Jewelry is acceptable, but must not interfere with the student's performance.
  - a. Fingernails should be clean and well-manicured. No artificial fingernails, nail jewelry or appliques are permitted if there is any risk that they will inhibit safety or patient care
4. Tattoos, when visible, should not display sexual, violent or derogatory images or symbols

Students who do not meet the standards of this policy may be subjected to corrective action and may also be required to leave the premises. Any such leave will be considered as unexcused absences and will be in addition to any other appropriate corrective action.

## **Student Discipline Policy**

Students are expected to conduct themselves in a responsible manner that reflects ethics, honor and good citizenship. They are expected to be aware of the Center's expressed policies and to abide by them. Students that do not comply with the policies and guidelines outlined by the Center are subject to disciplinary action at the Center's discretion. This may include:

- **Probation:** A written disciplinary probation is an official notice for a specified time during which a student may continue to attend classes but must demonstrate conduct that conforms to the Center's standards of conduct.
- **Suspension:** A written disciplinary suspension is an official notice for a specified time during which a student must be removed from the Center and its courses. A student may be re-admitted to the course after the specified time and must demonstrate conduct that conforms to the Center's standard of conduct.
- **Dismissal:** A written notification of a student's dismissal from the Center and its courses for an indefinite period. Re-admission to the Center will require the specific approval of the President or President's designee and may be granted only under exceptional circumstances.

**Tuition and Fees:** Tuition for each course is specified in the course catalog. The total amount of tuition is due on or before the first day of class unless otherwise discussed with the Center. In the case where a tuition check is returned for insufficient funds, the Center reserves the right to exclude the student from the course. In case of multiple returned checks the Center may require the student to make future payments in cash or certified funds. The Center reserves the right to modify tuition at anytime. In addition, the Center reserves the right to withhold certificates, diplomas and similar documents pertaining to training should you fail to pay tuition or break any promise to this agreement.

**Financial Assistance:** Students are responsible for the full amount of tuition and fees charged by the Center even though they may be eligible for a loan, Veterans benefits, or other government or company-sponsored financial assistance. Students agree that eligibility for financial assistance under these programs is not controlled by the Center, and the Center makes no promise or representation that they will be eligible to receive financial assistance or the amount of financial assistance.

The Center participates in limited state financial aid programs. A few examples include Veterans Village of San Diego (VVSD), Department of Rehab (DOR), Employment Development Department (EDD) and MyCAA. The student will need to contact each individual facility to determine eligibility. There may be other programs not included on this list that the Center can work with. Please inquire with the Administration staff for more information.

**Federal Student Loans:** Students at Family Health Services Training Center are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal aid programs. If a student obtains a loan to pay for an educational program they will be responsible for repaying the full amount of the loan

plus interest less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

**Veterans:** Many active duty military personnel, veterans, dependents of deceased or disabled veterans and reservists are eligible for Department of Veterans Affairs' educational benefits. If a student is a veteran, they promise that they will not enroll in any course at the Center that was previously taken at another college or university for which they received benefits from the Veterans Administration. The student understands and agrees that they will be liable for any overpayment of Veterans' benefits if this promise is broken. Students wishing to apply for programs administered by the Department of Veterans Affairs can obtain information on how to apply for their benefits by calling or visiting the Veterans' Affairs office.

## STUDENT'S RIGHT TO CANCEL

### Refund Policy

A student enrolled in the full Phlebotomy Training Program has a right to cancel the Enrollment Agreement and obtain a full refund of all charges, not including the registration fee nor any additional non-refundable charges, paid through attendance of the first class, or seven (7) days after enrollment, whichever is later. This is considered the **Cancellation Period**.

Should a student decide to withdraw after the Cancellation Period and has completed 60% or less of the course, they may be eligible for a partial refund. A student must provide a written notice of their decision to withdraw. The refund amount will be determined by a pro-rated hourly charge based on the number of hours attended and will not include the non-refundable registration fee nor any additional non-refundable charges paid. A refund will be transmitted to the student within 45 days of receipt of a written notice to cancel.

If a student completes more than 60% of the course, they will no longer be eligible for any type of refund.

Should the course be cancelled by the Center, students will be provided written notice of such cancellation. A full refund of all charges, not including the registration fee nor any additional non-refundable charges, paid through the date of notification will be transmitted to the student within 15 business days.

### Procedure for Cancellation

Withdrawal from the course may be effectuated by a student's written notice of their decision to withdraw or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

Written notification must be received by the Center before the end of your Cancellation Period. The withdrawal notification letter should be addressed to the registrar and either e-mailed to [info@familyhealth-services.com](mailto:info@familyhealth-services.com) or mailed to the following address:

Registrar  
Family Health Services Training Center  
3500 5<sup>th</sup> Avenue #203  
San Diego, CA 92103

A refund will be transmitted to the student within 45 days of receipt of the written notice to cancel.

### **STUDENT TUITION RECOVERY FUND (STRF)**

The Family Health Services Training Center participates in the Student Tuition Recovery Fund (STRF). The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs
4. There was a material failure to comply with the Act or this Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## ACADEMIC POLICIES

### Standard of Student Achievement

The standard for student achievement is based on the standard letter grading system A-D, where a “C” grade is the minimum for passing (see chart below).

A	90-100%
B	80-89%
C	70-79%
D	60-69%

Students who fail to meet the minimum academic requirements will not be allowed to complete the current course, but may be reinstated in a subsequent course. Additional fees may apply.

### Academic Probation

The students’ academic progress is evaluated throughout the course. Students who are performing below a “C” grade are required to meet with the instructor. The Instructor will discuss the student’s academic situation and may recommend remedial study. The student will be informed of their academic probation status and the possibility of being suspended or dismissed from the program unless improvement is observed.

### Academic Grade Appellate Process and Grievance Procedures

Appropriate faculty members at the Center have the authority to establish course requirements and standards of performance for each of the Center’s educational programs. It is the faculty’s responsibility to communicate course requirements and performance standards to students at the beginning of each course and to apply grading criteria in a timely and fair manner. Final grades submitted by the faculty are assumed to be accurate.

A student who has questions about a grade is encouraged to seek resolution by first consulting with the instructor. In cases where such an issue cannot be resolved at this level, the student may apply for a grade appeal.

### Grade Appeal Procedure

If a student believes that he or she has grounds for a grade appeal, the student may submit a written request to the administration office. Such a request must be submitted no later than 5 (5) days from the attempt to resolve the grade dispute with the instructor.

The letter of appeal will be reviewed by the President or President’s designee and the student will be contacted with a final decision regarding the grade appeal. This decision will be final and cannot be appealed.

## **Grievance Procedures**

The Center encourages prompt reporting of complaints so that a rapid response can be made and appropriate action taken. Any student who feels they have been subjected to mistreatment, discrimination or harassment by a student or by the Center through any of its employees, contractors, entities, policies, procedures or programs may file a complaint with the President of the institution.

The Center encourages informal discussion between the parties directly involved in a dispute, and they may seek advice about how best to approach the President or to obtain other assistance, such as mediation. Students who believe that they have been subject of mistreatment of any kind including sexual harassment and unlawful discrimination have the right to file a formal written complaint if they believe informal resolution is not possible.

The Center will strive to maintain confidentiality of all complaints, while keeping its responsibility to provide a safe environment for its students and employees. The Center has a duty to review all complaints even if the student declines to file.

### **Procedure for filing a formal Complaint:**

- 1) Contact the administration office to schedule an appointment to discuss the grievance with the President or President's designee.
- 2) The grievance will be reviewed by the President or President's designee and the student will be contacted with a formal resolution or conclusion to the grievance.

If the student does not feel that their concern was addressed completely then another appointment will be arranged to discuss the concern.

If the issue remains unresolved after the above steps are taken, the student may refer to the Bureau for Private Postsecondary Education, Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov) Toll Free Telephone Number: (888) 370-7589, Fax Number: (916) 263-1897.

## Course Offerings

### Overview of Requirements for Phlebotomy Licensure Eligibility in California

Course	Phlebotomy Limited Course	Phlebotomy Full Course	Phlebotomy Limited and Advanced Course	Phlebotomy Abbreviated Course
<b>License</b>	Limited Phlebotomy Technician (LPT)	Certified Phlebotomy Technician I (CPT I)	Certified Phlebotomy Technician I (CPT I)	Certified Phlebotomy Technician I (CPT I)
<b>Academic Requirements</b>	Must be a High school graduate, pass GED or equivalent	Must be a High school graduate, pass GED or equivalent	Must be a High school graduate, pass GED or equivalent	Must be a High school graduate, pass GED or equivalent
<b>Experience Requirements</b>	None	None	More than 40 hours but less than 1040 hours of on-the-job Phlebotomy experience within the past five years	At least 1040 hours or more of on-the-job Phlebotomy experience within the past five years
<b>Training Program</b>	Enroll and complete a CDPH accredited Phlebotomy Training Program.	Enroll and complete a CDPH accredited Phlebotomy Training Program.	Enroll and complete a CDPH accredited Phlebotomy Training Program.	Enroll and complete a CDPH accredited Phlebotomy Training Program.
<b>Program Requirements</b>	<ul style="list-style-type: none"> <li>•Complete 20 hours of Basic Didactic (classroom) phlebotomy training</li> <li>•Obtain a minimum of 25 skin punctures that fulfill all sampling requirements of all clinical laboratory tests or examinations in a clinical setting on patients.</li> </ul>	<ul style="list-style-type: none"> <li>•Complete 40 hours of Basic and Advanced Didactic (classroom) phlebotomy training</li> <li>•Complete 40 hours phlebotomy practice in a clinical setting that includes performance of at least 50 venipunctures and 10 skin punctures and observation of arterial punctures. of practical training in a clinical setting</li> </ul>	<ul style="list-style-type: none"> <li>•Complete 40 hours of Basic and Advanced Didactic (classroom) phlebotomy training</li> <li>•Complete at least 40 hours of experience in a clinical setting in the last 5 years. This experience must include at least 50 venipunctures and 10 skin punctures and observation of arterial punctures.</li> </ul>	<ul style="list-style-type: none"> <li>•Complete 20 hours of Advanced Didactic (classroom) phlebotomy training</li> <li>•Document completion of at least 50 venipunctures and 10 skin punctures and observation of arterial punctures.</li> </ul>
<b>Exam Requirements</b>	No Exam requirements	Must pass a National Certification Examination from a certifying organization approved by the CDPH.	Must pass a National Certification Examination from a certifying organization approved by the CDPH.	Must pass a National Certification Examination from a certifying organization approved by the CDPH.
<b>Required Documentation</b>	<ul style="list-style-type: none"> <li>•Certificate of Completion from CDPH accredited Phlebotomy Training Program</li> <li>•Completed California Statement of Phlebotomy Practical Training signed by an MD, DO, PA, RN, CLB, CLS or CPT.</li> </ul>	<ul style="list-style-type: none"> <li>•Certificate of Completion from CDPH accredited Phlebotomy Training Program</li> <li>•Completed California Statement of Phlebotomy Practical Training signed by an MD, DO, PA, RN, CLB, CLS or CPT.</li> <li>•National Certificate from a certifying agency approved by the CDPH</li> </ul>	<ul style="list-style-type: none"> <li>•Certificate of Completion from CDPH accredited Phlebotomy Training Program</li> <li>•Completed Letter of Phlebotomy Experience for California Certification signed by an MD, DO or CLB.</li> <li>•National Certificate from a certifying agency approved by the CDPH</li> </ul>	<ul style="list-style-type: none"> <li>•Certificate of Completion from CDPH accredited Phlebotomy Training Program</li> <li>•Completed Letter of Phlebotomy Experience for California Certification signed by an MD, DO or CLB.</li> <li>•National Certificate from a certifying agency approved by the CDPH</li> </ul>

## **PHLEBOTMY FULL COURSE (CPT I)**

This course is designed for individuals who possess a minimum high school education and have no experience in phlebotomy. This course includes all requirements for eligibility to become a Certified Phlebotomy Technician I (CPT I) in the state of California (SOC: 31-9097). A CPT I is authorized to do skin puncture and venipuncture blood collection.

The class will include the following:

1. **Phlebotomy 101**  
Consists of a total of 20 hours of didactic instruction in Basic Phlebotomy
2. **Phlebotomy 102**  
Consists of a total of 20 hours of didactic instruction in Advanced Phlebotomy
3. **Phlebotomy Laboratory Practical**  
Consists of 40-60 classroom hours of applied phlebotomy where students are introduced to various blood-withdrawal devices and begin to develop skills and techniques in the art of phlebotomy
4. **Clinical Internship**  
Consists of 40-120 hours spent in the clinical environment, at an affiliated medical facility, interacting with patients and other members of the healthcare team. During this segment, the student is expected to demonstrate proficiency in the use of various phlebotomy devices while obtaining blood samples from different categories of patients.

### **Failure to Begin Internship**

The clinical internship is offered within 30 days of classroom instruction. Unless otherwise discussed with the Center, students who fail to begin the internship after 60 days of classroom instructions may be required to repeat the classroom practical sessions of the course to be re-evaluated by an instructor.

Students who have not begun the internship after 180 days (6 months) of classroom instruction will forfeit the internship included in their tuition and will be required to repeat the classroom practical sessions of the course at an additional fee. An additional fee to reapply for a clinical internship may also apply.

Final examinations are given at the end of the Basic Didactic, Advanced Didactic and Laboratory Practical to ensure that each student has acquired sufficient information and knowledge to successfully pass the National Exam and complete their internship. Each test must be passed with a score of 70% or better.

Completion of classroom, laboratory practical and clinical internship constitutes the **FULL** CPT I program. Afterwards each graduate is awarded a state approved FHS Certificate of Completion.

The minimum total number of clock hours required to complete this course is 120 hours.

## COST OF TRAINING

### Phlebotomy Course Itemized List of Charges:

1. Tuition -----	\$1,310
2. Registration Fee ----- <i>(non-refundable)</i> -----	\$150
3. Lap Supplies -----	\$100
4. Educational Materials -----	\$100
5. Oversight & Evaluation (Career Counseling, Evaluation & Prep of Resume)	\$150
6. Background Check ----- <i>(American Databank)</i> -----	\$100
7. Internship -----	\$600
8. National Examination ----- <i>(NCCT)</i> -----	\$90
9. Student Tuition Recovery Fund ----- <i>(non-refundable)</i> -----	\$-0-
Total charges for period of attendance -----	\$2600

### Additional Expenses Not Covered by Tuition or Registration Fee

- BLS Certification for Healthcare Providers ----- \$45
- Scrubs ----- \$15
- Health Requirements (depending on individual's health providers) ----- \$100
- California State Phlebotomy License Application Fee ----- \$100

Estimated schedule of total charges for the entire phlebotomy program ----- \$2860

There are no charges paid to any entity that is not specifically required for participation in any of the Center's courses.

## 2018 PHLEBOTOMY FULL COURSE SCHEDULE

### Weekdays (5 Weeks)

Mondays thru Fridays: 8 AM – 12 PM

#### January

**Start Date:** January 8, 2018

**End Date:** February 9, 2018

#### July

**Start Date:** July 2, 2018

**End Date:** August 3, 2018

*\*Closed: 7/4/2018*

#### February

**Start Date:** February 5, 2018

**End Date:** March 9, 2018

*\*Closed: 2/19/2018*

#### August

**Start Date:** August 6, 2018

**End Date:** September 7, 2018

#### March

**Start Date:** March 5, 2018

**End Date:** April 6, 2018

#### September

**Start Date:** September 4, 2018

**End Date:** October 5, 2018

*\*Closed: 9/3/2018*

#### April

**Start Date:** April 2, 2018

**End Date:** May 4, 2018

#### October

**Start Date:** October 1, 2018

**End Date:** November 2, 2018

#### May

**Start Date:** May 7, 2018

**End Date:** June 8, 2018

*\*Closed: 5/28/2018*

#### November

**Start Date:** November 5, 2018

**End Date:** December 7, 2018

*\*Closed: 11/22/2018 to 11/23/2018*

#### June

**Start Date:** June 4, 2018

**End Date:** July 6, 2018

#### December

**Start Date:** December 3, 2018

**End Date:** January 4, 2019

*\*Closed: 12/25/2018 and 1/1/2019*

### Evenings (5 Weeks)

**Weekday Evening (5 weeks):** Monday – Friday, 5 PM – 8 PM

#### June

**Start Date:** June 4, 2018

**End Date:** July 6, 2018

**Weekends (9 Weeks)**

Saturday and Sundays: 8 AM to 1 PM

**January/February**

**Start Date:** January 6, 2018

**End Date:** March 4, 2018

**July/August**

**Start Date:** July 7, 2018

**End Date:** September 2, 2018

**March/April**

**Start Date:** March 3, 2018

**End Date:** April 29, 2018

**September/October**

**Start Date:** September 1, 2018

**End Date:** October 28, 2018

**May/June**

**Start Date:** May 5, 2018

**End Date:** July 1, 2018

**November/December**

**Start Date:** November 3, 2018

**End Date:** December 30, 2018

## PHLEBOTOMY ABBREVIATED COURSE

This course is designed for individuals who possess a minimum high school education and have at least 1040 hours of on-the-job phlebotomy experience. This course includes most requirements for eligibility to become a Certified Phlebotomy Technician I (CPT I) in the state of California (SOC: 31-9097).

The class will include the Phlebotomy 102 class: 20 hours of Advanced Didactic. Final examinations are given at the end of the Advanced Didactic to ensure that each student has acquired sufficient information and knowledge to successfully pass the National Exam. The test must be passed with a score of 70% or better. Please note the National Exam fee is not included in the tuition of this course.

Completion of the classroom portion constitutes the full Phlebotomy Abbreviated Course. Afterwards the graduate is awarded a state approved FHS Certificate of Completion. The minimum total number of clock hours required to complete this course is 20 hours.

## COST OF TRAINING

Phlebotomy Course Itemized List of Charges:

1. Tuition -----	\$375
2. Registration Fee ----- ( <i>non-refundable</i> ) -----	\$150
3. Lap Supplies -----	\$50
4. Educational Materials -----	\$50
5. Oversight & Evaluation (Career Counseling, Evaluation & Prep of Resume) -----	\$75
Total charges for period of attendance -----	\$700

Additional Expenses Not Covered by Tuition or Registration Fee

- Scrubs ----- \$15
- National Examination ----- (*NCCT*) ----- \$90
- California State Phlebotomy License Application Fee ----- \$100

Estimated schedule of total charges for the entire phlebotomy program ----- \$905

There are no charges paid to any entity that is not specifically required for participation in any of the Center's courses.

## PHLEBOTOMY LIMITED COURSE

This course is designed for individuals who possess a minimum high school education and have a minimum of 25 skin punctures that fulfill all sampling requirements of all clinical laboratory tests or examinations in a clinical setting on patients. A completed California Statement of Phlebotomy Practical Training form will be required prior to enrolling in the course unless otherwise discussed with the Center. This course includes all theoretical requirements for eligibility to become a Limited Phlebotomy Technician (LPT) in the state of California (SOC: 31-9097). A LPT is authorized to do skin puncture blood collection only.

The class will include the Phlebotomy 101 class: 20 hours of Basic Didactic. Final examinations are given at the end of the Basic Didactic to ensure that each student has acquired sufficient information and knowledge. The test must be passed with a score of 70% or better. No national exam is required.

Completion of the classroom portion constitutes the full Phlebotomy Limited Course. Afterwards the graduate is awarded a state approved FHS Certificate of Completion. The minimum total number of clock hours required to complete this course is 20 hours.

### COST OF TRAINING

Phlebotomy Course Itemized List of Charges:

1. Tuition -----	\$375
2. Registration Fee ----- ( <i>non-refundable</i> ) -----	\$150
3. Lap Supplies -----	\$50
4. Educational Materials -----	\$50
5. Oversight & Evaluation (Career Counseling, Evaluation & Prep of Resume)--	\$75
Total charges for period of attendance -----	\$700

Additional Expenses Not Covered by Tuition or Registration Fee

- Scrubs ----- \$15
- California State Phlebotomy License Application Fee ----- \$100
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Estimated schedule of total charges for the entire phlebotomy program ----- \$815

There are no charges paid to any entity that is not specifically required for participation in any of the Center's courses.

## **CALIFORNIA STATE PHLEBOTOMY LICENSE APPLICATION PROCESS**

To apply for a California state license, students will need to submit an online application and the required documentation to Laboratory Field Services/California Department of Public Health (LFS/CDPH). An officially sealed transcript will also need to be sent directly to LFS once the application has been submitted.

Please note that all non-U.S. transcripts must be evaluated by "Current Members" of the National Association of Credential Evaluation Services (NACES) or "Endorsed Members" of the Association of International Credential Evaluators, Inc. (AICE). This allows LFS to determine if the education is equivalent to a U.S. college or university education. The evaluation service will send an evaluation of the educational institution and academic courses directly to LFS.

To obtain an application, instructions, and information, visit them on the web:

- National Association of Credential Evaluation Services (NACES)  
<http://www.naces.org/members.html>
- Association of International Credential Evaluators, Inc. (AICE)  
<http://aice-eval.org/members/>

If the student is an applicant whose education, training, or experience is from a non-U.S. school, college, university, or clinical laboratory, please make sure that the student's name is printed in English on all transcripts and supporting documents and that it matches the name on the application.

## **RENEWAL OF CLINICAL LABORATORY PERSONNEL LICENSES AND CERTIFICATES**

California law requires license and certificate holders to renew California licenses and certificates every two years. The renewal process can be done online. Renewal of national certification is optional, and can only be done by contacting the national certifying organization directly.

Limited Phlebotomy Technician (LPT) and Certified Phlebotomy Technicians (CPT I and CPT II) must complete a total of 6 contact hours of continuing education provided by a Department-approved accrediting agency or an accredited academic institution.

Please visit the website below for a list of Department-approved accrediting agencies.

<https://www.cdph.ca.gov/Programs/OSPHLD/LFS/CDPH%20Document%20Library/P-Approved-CE-AA.pdf>

## SAFE VENIPUNCTURE COURSE

This course is designed for individuals who possess a current Radiologic Technologist license (SOC: 29-2034).

California Health and Safety Code (HSC) permits radiologic technologists to perform venipuncture to administer contrast materials manually or by artificial injection only if the technologist has received training in skills, techniques, and safety of performing venipuncture. The specific training required is outlined in the California Health and Safety Code 106985(b)(d) and the California Department of Health Services Radiologic Health Branch is responsible for enforcement.

The Family Health Services Training Center has developed a 10-hour certification course in safe venipuncture that is in compliance with HSC code mentioned above. The class will include 10 hours of instruction in the following areas:

1. Anatomy and physiology of venipunctures sites
2. Venipuncture instrument intravenous solutions and related equipment
3. Venipuncture techniques
4. Techniques of intravenous line establishment
5. Hazards and complications of venipuncture
6. Post puncture care
7. Composition and purpose of the anti-anaphylaxis tray
8. First aid and CPR
9. Practical demonstrations

The course is offered in two (2) segments.

- Step I: Involves a 6-8 hour home study segment that includes a course exam and satisfies the theoretical requirement. The test must be passed with a score of 70% or better.
- Step II: Involves a 2-4 hour practical session that includes demonstrations from a licensed instructor on proper and safe venipuncture technique. Students will be introduced to the various devices currently in use for venipuncture and are required to demonstrate proficiency and safe usage. Participants are required to perform a minimum of ten (10) venipunctures on artificial limbs before a certificate can be issued.

Completion of the home study and practical session constitutes the full Safe Venipuncture Course. Afterwards the graduate is awarded a state approved FHS Certificate of Completion.

### COST OF TRAINING

Safe Venipuncture Course Itemized List of Charges:

1. Tuition -----	\$75
2. Registration Fee ----- ( <i>non-refundable</i> ) -----	\$150
3. Lap Supplies -----	\$25
Total charges for period of attendance -----	\$250

Additional Expenses Not Covered by Tuition or Registration Fee

- Course Book Rental ----- (*Amazon*) ----- \$14

Estimated schedule of total charges for the entire phlebotomy program ----- \$279

## BLOOD WITHDRAWAL COURSE

This course is designed for individuals who are currently employed as a Research Assistant in a non-diagnostic setting (19-4061). This course is **not** designed to prepare individuals for a career in phlebotomy. It serves as continuing education for individuals currently employed in medical research where obtaining human blood samples maybe included among other job duties. Individuals interested in becoming a licensed or certified phlebotomist are referred to the other phlebotomy programs offered at our facility.

The class will include 4 hours of instruction in the following areas:

- Theoretical review of human anatomy and physiology with emphasis on the blood and the circulatory systems. Special emphasis is placed on possible complications arising from human error when withdrawing blood and the proper responses to potential complications. This session ends with a detailed discussion of universal precautions. The emphasis here is placed on OSHA’s bloodborne pathogens standard that safeguards against the transmission of bloodborne diseases.
- Introductions to state-of-the-art blood collecting devices and demonstrations of safe handling and proper techniques. Students are expected to participate in all laboratory demonstrations. Student participation affords the opportunity for licensed instructors to assess knowledge gained from the course.

Completion of the 4 hour constitutes the full Blood Withdrawal Course. Afterwards the graduate is awarded a FHS Certificate of Participation. This course is a pass, no-pass course. No final letter grade will be given upon completion of the course.

## COST OF TRAINING

Blood Withdrawal Course Itemized List of Charges:

1. Tuition -----	\$125
2. Registration Fee ----- <b>(non-refundable)</b> -----	\$150
3. Lap Supplies -----	\$25
Total charges for period of attendance -----	\$300
<u>Estimated</u> schedule of total charges for the entire phlebotomy program -----	\$300

## **STUDENT SERVICES**

The Center has a great administrative staff that guides students through the academic planning, policies and administrative procedures to obtain the student's educational goals. The staff also promotes a supportive environment to foster student success.

The staff assists students in a variety of academic-related matters including:

- Orientation and recommending resources to new students
- Proactive communication to keep students on track
- Referring students in need to additional support
- Assistance in state license application and renewal process
- Assistance in career planning (i.e., career counseling, resume and cover letter review, job opportunities, etc)

Please note that the Center does not provide job placement services.

### **Student Records**

The Family Health Services Training Center maintains a master record for each student enrolled in courses at the Center. Student records will be kept electronically, via hard copy or a combination of both. In all cases records are stored in a secure location and will be maintained onsite for a minimum of 5 years.

Student records will contain official enrollment documents, required health records, course exam scores and evaluations, financial statements, completed program certificates and transcripts and other required documentation. Students are encouraged to make and archive copies of all important documentation throughout their training. If a student takes a leave of absence or withdraws before completing the course, a summary statement of the student's progress will be kept in their student record

All student records are confidential and information from them will only be given to authorized persons. Information such as grades, registry and state certification examination scores, health records and performance evaluations will not be revealed without the student's consent. Only authorized personnel will have access to in-progress student evaluations and files.

### **Student Break Room**

There is a student break room available for students to utilize on their break. This facility includes a fridge, microwave and coffee machine. A beverage dispensing machine is also available in the building.

### **Student Housing**

The Center has no dormitories or other housing facilities under its control and has no responsibility to find or assist a student in housing. There is no provision for student housing of any kind.

There are housing accommodations available within a radius of one mile. Hotel pricing can range from \$30 to \$200 per day. And monthly rentals that can range from \$1,200 to \$2,100 per month.

### **Transportation & Parking**

The Center does not provide transportation, but public transportation is available with stops located near our campus location. The Center also does not provide parking, but there is some free street parking available around the facility. Metered parking and parking garages located around the Center are also available, but will incur an additional cost.

### **National Exam Certification Testing**

The Center offers on-site testing for the National Phlebotomy Exam. Please contact the office for specific dates and times or instructions on how to sign up.

### **Library Resources**

There currently are no library facilities provided by Family Health Services Training Center, but we will ensure that each student admitted to the programs has access to information resources including current editions of books, periodicals and other reference materials in contemporary formats related to all content areas of the curriculum.

On the first day of class each student is provided with the educational material required for their course. The following publications are also recommended for supplemental material.

1. McCall and Tankersley Phlebotomy Essentials 6<sup>th</sup> ed (Pub. LWW; Sixth edition (May 20, 2015))
2. McCall and Tankersley Student Workbook for Phlebotomy Essentials 6<sup>th</sup> ed (Pub. LWW; Sixth edition (May 20, 2015))

These materials are available online to rent and/or buy and is also available in retail book stores.

**Statement of Financial Conditions (Past and Present)**

The Family Health Services Training Center has no pending petition of bankruptcy and since its establishment in 1986, this institution has never operated as a debtor in possession, has never filed a bankruptcy petition nor had a bankruptcy petition filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec 1101 et seq.).

**Questions**

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

**Complaints**

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).