CERTIFICATION STATEMENT

Baptist Health, its schools and administrators reserve the right to restrict, or limit enrollment in any course and make changes in the provisions (organization, fees, program offerings, curricula, courses, requirements and so forth) in this handbook when such action is deemed to be in the best interest of the student or a particular school. The provisions herein do not represent, in any way, a contract between the student, prospective or otherwise, and the administration of a school. This handbook replaces all handbooks previously published.

FORWARD

This handbook is provided to the student to serve as an overall guide to the Baptist Health College Little Rock - School of Medical Laboratory Science. Policies contained herein are current at the time of printing; however, policies, procedures and information contained within require continual evaluation, review, and approval. Therefore, the faculty and administration of the school reserve the right to change the policies, procedures and general information at any time without prior notice, according to policy; all new and revised policies are posted on appropriate and designated student bulletin boards, for a defined period of time or students receive electronic notification of new or revised policies. Additionally, changes will be made on the website version. Students are expected to remain informed by checking the schools website regularly at www.BHCLR.edu.

STATEMENT REGARDING STUDENT HANDBOOK

Students enrolled in the Baptist Health College Little Rock are responsible for the information contained in the current Student Handbook General Section, School Specific Section and current BHCLR Catalog. Students enrolled in a program of study are expected to comply with all policies of: (a) Baptist Health College Little Rock, (b) all institutions with which the schools are affiliated, and (c) the respective program of enrollment. Additional details of policies that pertain to a student’s specific program of enrollment are applicable and are located herein in the programs respective School Specific section.


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The Baptist Health College Little Rock (BHCLR) - School of Medical Laboratory Science and the Baptist Health Medical Center - Little Rock Laboratory Department welcome you as a student. You have made an important decision in choosing this type of paramedical field as your career choice. The next twelve months will be an exciting time in which you will learn the fundamentals of Medical Laboratory Science and will develop entry-level competencies in the clinical areas.

The purpose of the Student Handbook is to acquaint you with the rules and regulations of the School of Medical Laboratory Science, familiarize you with the objectives of both the theory and clinical portions of the program, and inform you of the evaluative processes that will be used to determine your progress in both phases of the program.

May you find fulfillment in this profession and acquire not only scientific skills, but also skills that will lead to your cultural, intellectual, and professional advancement.

Sincerely,

Jennie Manees

Jennie Manees, MPH, MT (ASCP)
Program Director
Baptist Health College Little Rock- School of Medical Laboratory Science
INTRODUCTORY

History

The Baptist Health College Little Rock - School of Medical Laboratory Science was founded in 1966 as the School of Medical Technology. The BHCLR - School of Medical Laboratory Science came into existence in order to meet the demand for highly skilled and competent Medical Technologists within the Baptist Health System, as well as, the surrounding community. The founding year was 1966. The School is accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and licensed by the Arkansas State Board of Private Career Education (ASBPCE). The School is affiliated with nine (9) universities: Arkansas Tech University, Harding University, Henderson State University, Ouachita Baptist University, Louisiana Tech University, Southern Arkansas University, University of Central Arkansas, Mississippi State University, and Missouri Southern State University. Through the affiliations, graduates are conferred a baccalaureate degree from a respective university.

Program Overview

The BHCLR - School of Medical Laboratory Science will provide the student with the highest standards of education and training as outlined in the school goals. The philosophy and mission of Baptist Health will help guide the student toward attaining professional skills and the behaviors that lead to success.

The staff of BHCLR - School of Medical Laboratory Science believes the purpose of the school is to provide a learning environment to the student through classroom and clinical work, inclusive of the Baptist Health values of service, honesty, respect, stewardship, and performance with a commitment to providing quality patient care.

The Program Director is responsible for all administrative activities in the BHCLR - School of Medical Laboratory Science including recruitment of students, evaluation of applications for admission, maintenance of student records, scheduling, grade reporting, teaching, coordination of classroom teaching and clinical rotation supervision. The Program Director also plans, implements, and evaluates the total program of study in accordance with Arkansas State Board of Private Career Education and the National Accrediting Agency for Clinical Laboratory Science (NAACLS).

The audience of the BHCLR - School of Medical Laboratory Science includes the students who have been admitted into the program, the laboratory staff in the hospitals, the support staff, and the administrative staff. It is the goal of the school to provide support to each member of the audience.

A competent Medical Laboratory Scientist in the healthcare field of today must prove to be proficient in the profession, possess an appreciation of his/her role within the healthcare field, and demonstrate an understanding of the organizational culture within the setting of practice.

The faculty is committed to providing entry-level job competent graduates to the healthcare community by promoting high standards of education and professional development of students.

The program consists of an eleven (11) week theory period at the BHCLR campus followed by a nine (9) month clinical rotation in the clinical laboratory at Baptist Health Medical Center - Little Rock. A one day enhancement training occurs at American Red Cross. Assigned time spent in each rotation is designed to enhance the theory content and develop competency in Medical Laboratory Science. A set of instructional objectives is given to the student for each rotation. The clinical experience includes rotations in the following areas: Clinical Chemistry/Urinalysis/Immunology; Hematology/Coagulation/Flow Cytometry; Blood Bank; and Microbiology/Parasitology/Mycology. Phlebotomy is also an important aspect of the clinical experience; therefore, students develop phlebotomy techniques while in the clinical rotations.
Upon successful completion of the program of study and graduation, the graduate receives a diploma from the school. Those who have academic affiliate status (3+1) receive a baccalaureate degree from their respective university also. Graduates are eligible to apply and write the National Board of Certification (BOC) sponsored by the American Society for Clinical Pathology (ASCP). Successful candidates are recognized as registered Medical Laboratory Scientists (MLS), having demonstrated a commitment to maximal quality performance in the profession. A college graduate, who has also completed this program and passed the BOC, will sign their credentials as, MLS (ASCP)^cm.

Mission Statement

The BHCLR - School of Medical Laboratory Science shares the philosophy and mission of Baptist Health, preparing students to become professional Medical Laboratory Scientists who provide the highest level of patient care while personifying the Christian Values of Service, Honesty, Performance, Respect, and Stewardship.

Values

The BHCLR - School of Medical Laboratory Science supports the Values and Code of Ethical Conduct of Baptist Health. These Christian values of Service, Honesty, Respect, Stewardship and Performance provide the framework for all operations within the school.

Philosophy

The BHCLR - School of Medical Laboratory Science exemplifies the beliefs and values of Baptist Health by encouraging trust, teamwork, responsibility, creativity, openness and enjoyment in the workplace. Christian ideals and attitudes as they apply in the service to the sick, are emphasized in the School as well as personal and professional conduct and relationships.

The School believes that a competent individual in the health care field of today must not only prove to be proficient in the field of Medical Laboratory Science, but must also possess an appreciation of his/her role within the hospital and demonstrate an understanding of the organizational behavior affecting this environment.

The BHCLR - School of Medical Laboratory Science is committed to providing job ready graduates to the school’s customers, Baptist Health and the community, by promoting the highest standards of education, training, and continuous professional development opportunities to students. Our goal is to provide graduates who have the ability to adapt to the ever changing healthcare environment.

Belief

The BHCLR - School of Medical Laboratory Science shares the values of Baptist Health. Baptist Health is more than a business; it is a healing ministry. Our healing ministry is based on the revelation of God through creation, the Bible and Jesus Christ. At Baptist Health, care of the whole person, body, mind and spirit, is an expression of Christian faith. We are instruments of God’s restorative power and are responsible for giving compassionate care.

Goals

The BHCLR – School of Medical Laboratory Science prepares a graduate who performs competently in their role and demonstrates professional behavior while participating as a member of the laboratory team. The school goal is obtained by the following objectives:

1. Graduation rate exceeding 75% (ABHES standard).
2. Satisfaction by graduate and employer with job preparedness.
3. Eligibility for the Board of Certification.
4. Demonstration of Baptist Health School values.
5. Professional knowledge base incorporating theory, standards and skills, as well as ethical and legal aspects.

Program Outcomes

The BHCLR- School of Medical Laboratory Science prepares a graduate who performs competently in their role and demonstrates professional behavior while participating as a member of the laboratory team.

The School of Medical Laboratory Science 3 year outcome rates include:

<table>
<thead>
<tr>
<th>NAACLS 2015 Annual Report Baptist Health College Little Rock School of Medical Laboratory Science Outcome Data Three Year Averages 2012 – 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program’s Final Half Graduation Rate</td>
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<tr>
<td>Program’s Final Half Attrition Rate</td>
</tr>
<tr>
<td>ASCP Board of Certification Rate (2011-2014)</td>
</tr>
<tr>
<td>Graduate Job Placement Rate</td>
</tr>
</tbody>
</table>

Program’s Final Half: January through June.
Note: This data may differ from the ABHES data due to reporting periods and calculation methods.

PROGRAM STANDARDS
Pledge to the Profession and Code of Ethics

The Code of Ethics of American Society for Clinical Laboratory Science (ASCLS) sets forth the principles and standards by which clinical laboratory professionals practice their profession.

As a clinical laboratory professional, I strive to:

♦ Maintain and promote standards of excellence in performing and advancing the art and science of my profession.

♦ Preserve the dignity and privacy of others.

♦ Uphold and maintain the dignity and respect of our profession.

♦ Seek to establish cooperative and respectful working relationships with other health professionals.
Contribute to the general well being of the community.


---

**Code of Ethics**

*As employees and students, we must be loyal to our hospital and fellow workers. We are expected to observe the following codes at all times:*

1. We are not to carry on personal conversations with fellow employees in the presence of patients or visitors.
2. We are not to discuss our personal affairs or problems with patients.
3. We are not to receive gratuities from patients in the form of gifts or money.
4. We are not to discuss patients or confidential hospital affairs with fellow workers or outsiders.
5. We are not to approach patients or employees for the purpose of selling anything or asking for donations.
6. We must respect the religious beliefs of patients and fellow workers.
7. We are not to entertain visitors while on duty.
8. We are not to criticize the hospital policies publicly or to a fellow employee. If you have a legitimate complaint, discuss it with your supervisor or program director *privately*.
9. We are not to argue or disagree with patients. If you have any difficulty, call your supervisor to adjust the situation.
10. We are to stay in the area in which we are assigned unless some legitimate business requires us to go to other parts of the building. When leaving the laboratory, notify instructor or student coordinator before departing.
11. We can smoke only in the designated smoking areas when we are on break or at lunch. BHMC, BHBMMC and BHSC have smoke free environments. **No smoking** is allowed inside the building or on any Baptist Health campus. After January 2013, applicants for employment to the Baptist Health System must be nicotine free.
12. The lounge, canteen and cafeteria are the designated eating areas, thus all eating should be restricted to these areas only. Do not eat in hallways or elevators.
13. We must remember that we are “On Stage” in all public areas of the hospital.
14. We must follow the hospital policy regarding electronic devices. I.e. cell phones, lap top computers, MP3 players (Appendix A)
15. Students must use caution when using cell phone or other device camera while in the program. Camera use must comply with Baptist Health Corporate Compliance and BHCLR and program ethics policies.
ACCREDITATION, APPROVALS, LICENSURE AND MEMBERSHIPS

The BHCLR - School of Medical Laboratory Science is accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), and licensed by the Arkansas State Board of Private Career Education (ASBPCE). In addition, the school is accredited by the Accrediting Bureau of Health Education Schools (ABHES).

Additional information about the program and the NAACLS standards, as well as, educational requirements may be obtained by contacting the Program Director, the state board or accrediting agency:

Arkansas State Board of Private Career Education
501 Woodlane, Suite 312S
Little Rock, AR 72201
Attention: Director
Phone 501-683-8000
Fax 501-683-8050
E-Mail sbpce@arkansas.gov
Website: sbpce.arkansas.gov

National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
5600 N. River Rd
Suite 720
Rosemont, IL 60018-5119
Phone: 847-939-3597, 773-714-8880
Fax: 773-714-8886
E-Mail: info@naacls.org
Website: http://www.naacls.org

Accrediting Bureau of Health Education Schools (ABHES)
7777 Leesburg Pike, Suite 314 N.
Falls Church, Virginia 22043
Phone 703-917-9503
Fax 703-917-4109
E-Mail info@abhes.org
Website: https://www.abhes.org

Baptist Health System - Is also a member of the Arkansas Hospital Association.

AFFILIATIONS

Academic Affiliations

The BHCLR- School of Medical Laboratory Science is presently affiliated with the following institutions of higher education:

♦ Arkansas Tech University, Russellville, Arkansas
♦ Harding University, Searcy, Arkansas
♦ Henderson State University, Arkadelphia, Arkansas
♦ Louisiana Tech University, Ruston, Louisiana
♦ Ouachita Baptist University, Arkadelphia, Arkansas
♦ Southern Arkansas University, Magnolia, Arkansas
♦ University of Central Arkansas, Conway, Arkansas
♦ Mississippi State University, Starkville, Mississippi
♦ Missouri Southern State University, Joplin, Missouri
The program accepts applications from individuals who have a baccalaureate degree (4+1) or those with three (3) years of academic work from one of the academic affiliates listed above. All applicants must have the following prerequisite courses. Students in the (3+1) track must be scheduled to receive a B.S. degree upon completion of the BHCLR Medical Laboratory Science Program of study from their university. The University Advisor must provide documentation related to degree status before students are officially accepted. All applicants must have the prerequisite courses that follow.

**Clinical Affiliations**

Students complete the applied experiences (internships) at Baptist Health Medical Center Little Rock with a one day enhancement training at American Red Cross in Little Rock.

**ADMISSIONS AND ENTRY**

**Admissions**

**Preferences**

- ACT composite score of 20 or better
- Overall college cumulative and prerequisite GPA of 2.5 or better

This program may limit interviews to the top academically qualified applicants.

**Requirements**

- Undergraduates – Must have attained the minimal semester hours required by the university and enter from an academic affiliate. See list.
- The university academic advisor must confirm the applicant is eligible for a Baccalaureate degree upon completion of the professional curriculum.
- Applicants who are not U. S. citizens in addition to requirements published in the catalog, must have a minimum TOEFL (Test of English as a Foreign Language) score of 550, internet-based score of 80, or a computer-based score of 213.
- Applicants will interview with a Selection Committee. Selection is a competitive process.
- Provide evidence of successful completion of all prerequisite courses.

**Service Work**

- Work experience is not considered as a substitute for required course content in the program or pre-requisites.

**Prerequisite Courses for Application**

Prerequisite courses include:

- 3 credit hours College algebra or higher level math
16 credit hours  *Chemistry
8 credit hours general chemistry
4 credit hours organic chemistry
4 credit hours organic chemistry II, quantitative analysis, or biochemistry

16 credit hours  *Biology
8 credit hours general biology, zoology, cell biology or higher level courses
4 credit hours of microbiology inclusive of immunology

4 credit hours  Anatomy/physiology or BHCLR approved equivalent
3 credit hours  Statistics or higher level math

TOTAL  38 credit hours

* Courses must include a laboratory

Electives in immunology, genetics, or cell biology are strongly suggested for successful applicants.

Courses in botany and ecology or similar coursework are not acceptable as prerequisites.

Additional Information: The biology and chemistry courses must include laboratory credit and be either approved for majors in those disciplines or in Medical Laboratory Science. If course work was completed seven (7) years prior to application, an update in microbiology and organic/biochemistry may be required. Biology must include genetics/molecular biology content. Microbiology must include immunology content. For post-graduates, a baccalaureate degree is required from an accredited college/university.

Entry Requirements
- Complete immunizations and Tuberculin Testing according to schedule. All students are also expected to receive the annual flu vaccination. Flu vaccinations are provided free of charge to students each fall. Immunization and Tuberculin Testing information can be found in the Applicant and Admission Information section of the Catalog and the General Section of the Student Handbook.
- Complete the Essential Requirements Form.
- Purchase required uniform and textbooks.
- Pay/arrange for payment of program expenses.
- Successfully pass all associated background checks.
- Comply with the Baptist Health drug free policy.
- Provide additional documentation as required.
- Demonstrate receipt of a college degree or provide a transcript evaluation that a degree will be received upon completion of the program.

CLINICAL FACILITIES

All student are provided applied education assignments at Baptist Health Medical Center Little Rock with a one day enhancement experience at the American Red Cross.
ALTERNATE APPLIED EXPERIENCES

If a catastrophic event should occur to the Baptist Health Medical Center Little Rock in such a manner that students could not complete their applied experience at this location, students would be provided applied experiences at one or more of the laboratories within the system to complete training resulting in a certificate. All Baptist Health hospitals and laboratories are centrally administrated by Baptist Health Medical Center Little Rock providing the authority and coordination that would make this transition possible. Additionally, Baptist Health has Practice Plus clinics that could be used for some training. Baptist Health has the facilities and financial resources to provide alternate applied experiences.

ADMINISTRATION

Hospital Administration

Troy Wells, President & CEO, Baptist Health
Doug Weeks, FACHE, Sr. Vice President, Hospital Operations
Greg Crain, MHSA, FACHE, Vice President & Administrator, BHMC-LR
Anthony Kendall, BSIE, Vice President, Human Resources

Program Administration Officials

Dr. Judy Pile, Ed.D., Chancellor of BHCLR & Assistant Vice President Baptist Health
Brenda Simmons, MA, R.T. (R), Allied Health Coordinator- BHCLR

Jennie Manees, MPH, MT(ASCP), Program Director
Baptist Health College Little Rock, School of Medical Laboratory Science

Clinical Laboratory Administration

Gregg Stubblefield, MPH, BSRT, Assistant Vice President, Clinical Services-Baptist Health
Paula Bowen, B.S., MT (ASCP), Laboratory Director Baptist Health

Clinical Laboratory Supervisors – Little Rock

Carla, Miliff, B.S., MLS(ASCP), Blood Bank/ Serology Section Head
Pam King, B.S., MT(ASCP), Chemistry/Urinalysis Section Head
Angel Dellinger, MBA, MLT(ASCP), Hematology/Coagulation/Phlebotomy Section Head
Mary Paladino, B.S. MT(ASCP)SM, Microbiology Section Head
John May, MA, MT(ASCP) .......................................................... Baptist Health Epidemiologist, Mycology
Tracy Lacy, B.S. MT (ASCP) .......................................................... Central Processing Section Head
Diana Wilson B.S. MT(ASCP) .......................................................... Second Shift Supervisor
Rachel Murphy, B.S. MT(ASCP) .......................................................... Third Shift Supervisor

**Baptist Health Pathologists**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>H. Rex Bell, M.D.</td>
<td></td>
</tr>
<tr>
<td>Hal E. Palmer, MD</td>
<td></td>
</tr>
<tr>
<td>Dianne F. Johnson, M.D.</td>
<td></td>
</tr>
<tr>
<td>Gary S. Markland, M.D.</td>
<td></td>
</tr>
<tr>
<td>Michelle Riddick-Nelson, M.D.</td>
<td></td>
</tr>
<tr>
<td>Elizabeth A. Nestrud, M.D.</td>
<td></td>
</tr>
<tr>
<td>Brian D. Quinn, M.D.</td>
<td></td>
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<tr>
<td>Rick O. Ryals, M.D.</td>
<td></td>
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<tr>
<td>Robert O. Shaver, M.D.</td>
<td></td>
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<tr>
<td>L. Gene Singleton, M.D.</td>
<td></td>
</tr>
<tr>
<td>Brent C. Staggs, MD</td>
<td></td>
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<tr>
<td>Maria C. Porter, M.D.</td>
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</table>

**Faculty and Lead Expert Lecturers**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Jennie Manees, MPH, MT(ASCP)</td>
<td></td>
</tr>
<tr>
<td>Stephen W. Mackey, M.D., BE</td>
<td>Expert Lecturer Microbiology</td>
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<tr>
<td>Faculty</td>
<td></td>
</tr>
<tr>
<td>Hematology, Immunology, Body Fluids, Management and Education</td>
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<tr>
<td>Brook Ellison, MLS cm (ASCP)</td>
<td></td>
</tr>
<tr>
<td>Expert Lecturer Immunohematology</td>
<td></td>
</tr>
<tr>
<td>P Hope Coleman, BA, M.Div</td>
<td>Expert Lecturer/Chaplain/Counselor</td>
</tr>
<tr>
<td>Pam King, MT (ASCP)</td>
<td>John Ross, MT (ASCP)</td>
</tr>
<tr>
<td>Expert Lecturer Chemistry</td>
<td>Expert Lecturer Chemistry</td>
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</tbody>
</table>

**Clinical Student Coordinators (Expert Clinicians)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Brook Ellison, MLS cm (ASCP)</td>
<td></td>
</tr>
<tr>
<td>Cornell Robinson, MA, MT (ASCP)</td>
<td>Serology 202-1528</td>
</tr>
<tr>
<td>Blood Bank</td>
<td></td>
</tr>
<tr>
<td>202-2664</td>
<td></td>
</tr>
<tr>
<td>Lily Scott, MT(ASCP)</td>
<td>Amy Brundick, MT(ASCP)SM</td>
</tr>
<tr>
<td>Hematology/Coagulation</td>
<td>Microbiology 202-2684</td>
</tr>
<tr>
<td>202-2336</td>
<td></td>
</tr>
<tr>
<td>John Ross, MT(ASCP)</td>
<td>G Thomas Hardister, MT (ASCP)</td>
</tr>
<tr>
<td>Chemistry</td>
<td>Mycology 202-2684</td>
</tr>
<tr>
<td>202-2687</td>
<td></td>
</tr>
</tbody>
</table>

**Expert Lecturers/Expert Clinicians Credentials**
Jennie Manees - B.S., Oklahoma University, 1976; MPH-Administration, 1986; MT (ASCP); position year 2008.

Brook Ellison – B.S., University of Central Arkansas, 2009; position year 2009.


Stephen W. Mackey, M.D., BE, Albert Einstein College of Medicine, 1987; position year with Pulaski Technical College 2007.

Amy Brundick - B.S., University of Arkansas for Medical Sciences, 1984; MT (ASCP) SM; position year 1984.

Cornell Robinson - B.S., University of Arkansas for Medical Sciences, 1982; MA, University of Arkansas at Little Rock; MT (ASCP); position year 1982.

Lily Scott - B. S., Arkansas State University, 1983; MT (ASCP); position year 1985.

John Ross- B.S., University of Tennessee Center for Health Sciences, 1984, MT (ASCP); position year 1989.

G Thomas Hardister -B.S., Ouachita Baptist University, 1986 & 1988; MT (ASCP); position year 1990.


**University Advisors – Adjunct Faculty**

<table>
<thead>
<tr>
<th>Name</th>
<th>University</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charlie Gagen, PhD</td>
<td>Arkansas Tech University</td>
</tr>
<tr>
<td>MT Advisor, Head of Biological Sciences</td>
<td></td>
</tr>
<tr>
<td>Department-College of Natural and Health Sciences</td>
<td></td>
</tr>
<tr>
<td>Don Sanders, M.Ed. M.S., MT (ASCP)</td>
<td>Harding University</td>
</tr>
<tr>
<td>Allied Health Sciences Advisor</td>
<td></td>
</tr>
<tr>
<td>University Instructor, Anatomy and Physiology</td>
<td></td>
</tr>
<tr>
<td>John Long, PhD</td>
<td>Henderson State University</td>
</tr>
<tr>
<td>MT Advisor</td>
<td></td>
</tr>
<tr>
<td>University Instructor, Anatomy and Physiology</td>
<td></td>
</tr>
<tr>
<td>Vanessa Jones Johnson, MBA, MA, MT (ASCP)</td>
<td>Lousiana Tech University</td>
</tr>
<tr>
<td>MT Advisor</td>
<td></td>
</tr>
<tr>
<td>University Instructor Department Biology</td>
<td></td>
</tr>
<tr>
<td>Mary Celeste Reese M.S.</td>
<td>Mississippi State University</td>
</tr>
<tr>
<td>MT Advisor</td>
<td></td>
</tr>
<tr>
<td>University Instructor, Director of Academic Advising</td>
<td></td>
</tr>
<tr>
<td>Lori Hensley, PhD</td>
<td>Ouachita Baptist University</td>
</tr>
</tbody>
</table>
BHCLR Professional Staff

See Student Handbook General Section.

BHCLR Support Staff

See Student Handbook General Section.

ACADEMIC STANDARDS

The school expects a student's highest performance in the area of academics. The process of becoming a Medical Laboratory Scientist begins with the basic principles of clinical laboratory science. At the point of graduation, the basic principles of clinical laboratory science should have evolved into the delivery of results, through critical thinking and overall decision-making, which provide accurate and vital patient information.

Essential Functions

The technical standards (non-academic) established by the school are physical abilities that ensure the "essential functions" that must be demonstrated by the student. Essential functions reflect requirements for the student to engage in educational and training activities in such a way that shall not endanger other students or the public, including patients. Students may also have exposure to potentially infectious agents.

<table>
<thead>
<tr>
<th>Essential Function</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Behavioral</td>
<td>Professional conduct in accordance with Baptist Health values.</td>
</tr>
<tr>
<td>Communication</td>
<td>The capacity to send and receive a message using verbal and nonverbal skills.</td>
</tr>
<tr>
<td>Hearing</td>
<td>Ability to hear words and sounds at an appropriate</td>
</tr>
</tbody>
</table>
### Educational Philosophy

The BHCLR School of Medical Laboratory Science utilizes a competency based system of clinical education designed to allow a student to achieve proficiency in the performance of the clinical duties of a Medical Laboratory Scientist. The system allows the student to progress at a rate which is consistent with the student’s ability and skills, but does not impede the performance of patient testing.

To enhance understanding of the system, clarification is needed regarding the difference between two words commonly associated with this type of clinical education: competency and proficiency. In the program, the faculty expects students to become “competent” in a procedure first, with “proficiency” in the procedure being the desired goal. Therefore, competency is defined as having adequate ability or qualities to function or progress in a particular way. Competency is the first goal for the student. Proficiency is attained when the student can perform the procedure quickly and accurately, while working in an organized fashion with multiple samples reliably every time.

Assignment is made to the various areas in the Clinical Laboratory on a rational schedule which allows the student to achieve competency. Throughout the clinical education, progress is monitored and evaluated closely. Clinical evaluations reflect the student’s ability to relate the information received in the classroom to the actual performance of procedures in the clinical setting. The evaluations also reflect progress in cognitive, psychomotor, and affective domains with emphasis on professional and personal behavior. Upon completion of all theory and clinical competencies, a student should be able to demonstrate proficiency and meet the specific behavioral objectives in each area.

### INTENDED LEARNING GOALS

Upon completion of the program, the School strives to provide the student with the following abilities:

1. Explain how the practice of Medical Laboratory Science supports and integrates with best practice in the patient care setting.

2. Characterize professional, value-directed actions based on theoretical knowledge, ethical principles and legal standards as it applies to patient care.

3. Display proper technique in laboratory testing, providing accurate and reliable patient results.

4. Characterize ethical behavior and reliability as a health-care provider.
5. Demonstrate behaviors that support an integrated healthcare delivery system.

**PROGRAM OBJECTIVES**

The Program Objectives apply to the clinical laboratory through which students rotate. Each area has its own specific enabling objectives that are used to evaluate student progress and competency. The objectives are categorized by the cognitive, psychomotor, and affective domains.

**Cognitive Domain**

**Level I**
1. Match the proper specimen for the procedure ordered or assigned.
2. Match the proper instrument or equipment and reagents for the procedure.
3. Recall and cite normal, abnormal, and critical results.
4. Express correct technical and scientific vocabulary, including spelling and pronunciation.
5. Apply principles of management and supervision.

**Level II**
6. Compute calculations necessary for all laboratory procedures.
7. Maintain accurate and complete records.
8. Apply problem solving techniques to identify and correct procedural errors, identify instrument malfunction, and institute appropriate corrective measures under supervision.
9. Correlate theory with laboratory procedures and practices.

**Level III**
11. Validate data to evaluate accuracy of results.
12. Examine the results of quality control measures and institute proper procedures to maintain accuracy and precision.

**Psychomotor Domain**

**Level II**
13. Perform venipuncture and collect proper samples from patients with proper technique, minimal trauma, and 100% patient ID accuracy.
14. Operate and maintain laboratory instrumentation and equipment with care.

15. Conform to Instructor’s direction, laboratory procedures, and instrument manuals to perform duties.

16. Record results and perform verification through the use of laboratory computers with Medical Laboratory Science review.

17. Produce laboratory results rapidly performing more than one task at a time without sacrificing precision and accuracy.

18. Analyze laboratory specimens correctly and report results, with minimal supervision, after completing the student learning experiences and objectives relating to a particular procedure.

19. Start work on time and remain in the department for the scheduled time. **Definition of Start on Time:** Means arrival in the department and seated ready to begin to work at the scheduled time.

**Affective Domain**

**Level II**

20. Practice optimal safety precautions in terms of physical and chemical hazards, cleanliness, and exposure to disease agents.

21. Display respect for confidentiality in personal and professional relationships.

22. Demonstrate willingness to go beyond the minimal requirements of service.

23. Display ethical and empathetic behavior toward patient needs.

24. Listen and reply using both professional verbal and non-verbal communication.

25. Seek feedback to realistically assess personal readiness in terms of level of knowledge, understanding, psychomotor skills, legal, regulatory and ethical responsibilities.

**Level III**

26. Characterize behavior that demonstrates concern for the entire health-care team involved in the total patient experience.

27. Typify an individual that utilizes all available learning opportunities.

28. Advocate Baptist Health Values and the ASCLS Code of Ethics at all times while on duty.

**PROGRAM OF STUDY**

The program of study is divided into two (2) semesters and leads to a certificate at the end of the program. During enrollment, students attend approximately 431 hours of classroom (theory) instruction and 834 hours of clinical instruction. Students spend clinical instruction time in the Clinical Laboratory Department at Baptist Health Medical Center in Little Rock.
### Program Courses

<table>
<thead>
<tr>
<th>SEMESTER I</th>
<th>CREDIT HOURS*</th>
</tr>
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<tbody>
<tr>
<td>MLS 4102</td>
<td>Immunology</td>
</tr>
<tr>
<td>MLS 4202</td>
<td>Immunohematology</td>
</tr>
<tr>
<td>MLS 4304</td>
<td>Hematology</td>
</tr>
<tr>
<td>MLS 4201</td>
<td>Body Fluids</td>
</tr>
<tr>
<td>MLS 4104</td>
<td>Microbiology</td>
</tr>
<tr>
<td>MLS 4204</td>
<td>Chemistry</td>
</tr>
<tr>
<td>MLS 4001</td>
<td>Laboratory Fundamentals</td>
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**Subtotal** 18

<table>
<thead>
<tr>
<th>SEMESTER II</th>
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<tbody>
<tr>
<td>MLS 4504</td>
<td>Internship I</td>
</tr>
<tr>
<td></td>
<td>(Hematology/Coagulation)</td>
</tr>
<tr>
<td>SP0001</td>
<td>Spiritual Perspectives in Healthcare</td>
</tr>
<tr>
<td>MLS 4302</td>
<td>Seminar II</td>
</tr>
<tr>
<td>MLS 4401</td>
<td>Management and Education</td>
</tr>
<tr>
<td>MLS 4604</td>
<td>Internship II</td>
</tr>
<tr>
<td></td>
<td>(Chemistry/Urinalysis/Immunology)</td>
</tr>
<tr>
<td>MLS 4103</td>
<td>Internship III</td>
</tr>
<tr>
<td></td>
<td>(Blood Bank)</td>
</tr>
<tr>
<td>MLS 4206</td>
<td>Internship IV</td>
</tr>
<tr>
<td></td>
<td>(Microbiology/Parasitology/Mycology)</td>
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</table>

**Subtotal** 21

<table>
<thead>
<tr>
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<th>39 (38 hours transferrable)</th>
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<tbody>
<tr>
<td>Total Courses</td>
<td>14</td>
</tr>
</tbody>
</table>

*Course numbers and credit hours may vary with affiliate universities

### Course Descriptions

**SP 0001 SPIRITUAL PERSPECTIVES IN HEALTH CARE**

** 1 Credit Hour

A study of the concept of spiritual perspectives of the whole person and the relationship of this to health care practice. It is examined from the perspective of an individual’s quest for purpose and meaning as well as an examination of the major religions as avenues of spiritual expression. For a total of 15 contact hours.  **Baptist Health College Little Rock required course. Non-transferrable.**

**MLS 4201 BODY FLUIDS**

** 1 Credit Hour

Concepts of urinalysis is introduced, including urine formation and composition, changes in urine components, pathological conditions, laboratory procedures and clinical significance. Emphasis on the importance of testing the other non-blood body fluids is also presented, along with normal and abnormal pathological states. For a total of 23 contact hours.

The above course may be offered to a limited number of qualified students as a hybrid education course which is described in the Academic section of the BHCLR catalog.
MLS 4204  CHEMISTRY  4 Credit Hours

Study of the measurement of chemical analytes in the blood with emphasis on principles, practice, techniques, instrumentation, and quality control. Fundamental concepts of the correlation of clinical laboratory chemistry results to organ pathophysiology are also introduced. For a total of 63 contact hours.

MLS 4104  MICROBIOLOGY  4 Credit Hours

Principles concerning laboratory techniques used to safely isolate and identify pathogenic bacteria as well as clinically relevant parasites, fungi and mycobacterium. Special media and tests, organism virulence factors, pathological effects occurring with the host, and susceptibility testing are also covered. For a total of 71 contact hours.

The above course may be offered to a limited number of qualified students as a hybrid education course which is described in the Academic section of the BHCLR catalog.

MLS 4304  HEMATOLOGY  4 Credit Hours

Introduction to cell structure and function, hematopoiesis, cell enumeration and differentiation, and hemostasis. In addition, basic and advanced techniques, quality control, manual and automated procedures, and normal and pathological conditions with manifestations and complications are described. For a total of 66 contact hours.

MLS 4202  IMMUNOHEMATOLOGY  2 Credit Hours

Theoretical aspects of the immune response and its relationship to the diagnosis of disease and immunohematology are studied. Lecture and laboratory stress methods used to solve problems in ABO and Rh typing, blood group antibodies, compatibility testing, blood and component selection and hemolytic disease of the newborn. For a total of 39 contact hours.

MLS 4102  IMMUNOLOGY  2 Credit Hours

Study of theories and processes related to natural body defenses inclusive of basic antigen-antibody reactions, complement action, cellular response, humoral immune response, and clinically significant diseases. Clinical procedure theories in immunology and serology are also presented as well as clinical significance of these procedures. For a total of 34 contact hours.

The above course may be offered to a limited number of qualified students as a hybrid education course which is described in the Academic section of the BHCLR catalog.

MTE 4001  LABORATORY FUNDAMENTALS (Seminar I)  1 Credit Hour

Introduction to the clinical laboratory inclusive of medical terminology, phlebotomy, laboratory orientation, fire and safety regulations, OSHA requirements, medical ethics, and patient confidentiality. For a total of 21 contact hours.

The above course may be offered to a limited number of qualified students as a hybrid education course which is described in the Academic section of the BHCLR catalog.

MLS 4401  MANAGEMENT AND EDUCATION  1 Credit Hour

Encompasses introduction to basic principles of management theory, budgets, laboratory supervision, quality assurance, laboratory information systems, and educational principles. For a total of 18 contact hours.
The above course may be offered to a limited number of qualified students as a hybrid education course which is described in the Academic section of the BHCLR catalog.

**MLS 4302  SEMINAR II**  2 Credit Hours

Research of a current laboratory-related topic and presentation of this research on a storyboard is required. Phlebotomy competency is determined. Comprehensive review sessions are conducted with three (3) mock practice exams and a comprehensive final examination required covering the entire program. Passage of this Final Comprehensive Examination required to complete the program. For a total of 80 contact hours.

**MLS 4504  INTERNSHIP I (HEMATOLOGY/COAGULATION)**  4 Credit Hours

Advanced study of hematopoiesis and hemostasis with a strong emphasis on clinical applications. In-depth examination of normal blood cell physiology and morphology followed by discussion of the etiology, clinical symptoms, laboratory diagnosis and treatment of the major hematologic disorders, including the pathophysiology of the anemias, leukemias, and other blood cell diseases. Coagulation, fibrinolysis and thrombolytic therapy are also covered. The laboratory reinforces the relationship between the hematologic and hemostatic diseases and diagnostic laboratory testing. Proficiency in routine and specialized procedures utilized in today’s clinical laboratories is emphasized. For a total of 180 contact hours.

**MLS 4604  INTERNSHIP II (CHEMISTRY/URINALYSIS/IMMUNOLOGY)**  4 Credit Hours

Presents the physiological basis for the test, the principle and procedure for the test, and the clinical significance of the test results, including quality control and normal values. Includes basic chemical laboratory technique, chemical laboratory safety, electrolytes, and acid-base balance, proteins, carbohydrates, lipids, enzymes, metabolites, endocrine function, electrophoresis, urinalysis, and toxicology. Automated and manual immunologic methodologies for infectious diseases and autoimmune disorders are also emphasized. During the Serology Rotation, the immune system involvement in disease processes as well as correlation of immunologic laboratory test data to disease conditions is covered. Principles of basic immunoglobulin structure and antigen-antibody reactions are reviewed, with emphasis on clinical utilization of these reactions. For a total of 218 contact hours.

**MLS 4103  INTERNSHIP III (BLOOD BANK)**  3 Credit Hours

Practical and theoretical concepts in blood banking (immunohematology) and transfusion medicine are covered. Demonstration of proficiency in ABO/Rh grouping, direct antiglobulin testing, antibody screening and compatibility testing is required. Investigation and resolution of discrepancies in blood banking will also be emphasized inclusive of elution and absorption techniques. For a total of 143 contact hours.

**MTE 4206  INTERNSHIP IV (MICROBIOLOGY)**  6 Credit Hours

Comprehensive study of the classification, etiology, pathogenicity, laboratory identification, diagnosis, and treatment of bacterial, fungal, and parasitic infections. Emphasis is placed on techniques and methods used to identify and isolate bacterial, fungal, and parasitic pathogens. Clinical practicum consists of microscopic, biochemical, and immunological procedures to identify pathogens from clinical specimens. For a total of 293 contact hours.
PROGRAM TOTALS for the entering class:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Courses</td>
<td>14</td>
</tr>
<tr>
<td>Credit Hours</td>
<td>39</td>
</tr>
<tr>
<td><strong>Contact Hours</strong></td>
<td></td>
</tr>
<tr>
<td>Theory</td>
<td>430</td>
</tr>
<tr>
<td>Clinical Laboratory</td>
<td>834</td>
</tr>
<tr>
<td><strong>Total Program Contact Hour Total</strong></td>
<td>1264</td>
</tr>
</tbody>
</table>

Does not include general education and science course contact hours.

Responsibilities

**Student:** It is the primary responsibility of a student to obtain the maximum learning experience.

**Faculty and School:** It is the primary responsibility of the faculty to evaluate the extent of student learning. It is the primary responsibility of the school to provide a teaching and learning environment and promote a culture that ensures student achievement. Credentialed faculty, with records of long standing experiences in teaching and evaluating student learning, judge the quality of student learning and progressive development toward a minimum competency level required for patient safety and public protection. It is the professional faculty who determines the final evaluation of the student’s progress and assigns the final corresponding grades. Faculty has discretion, both subjective and objective, in the evaluation and judgment of a student’s performance in all areas of learning. The Program Director approves all final evaluations. Students and graduates, in turn, provide information and data to the school and faculty related to their level of satisfaction regarding the program of studies, teaching and learning environment and the culture within.

Grading System

**Grading System:** The grading system adopted by the faculty and the school is for the purpose of grade determination and ultimately progression, promotion and graduation of students. The grading system offered by affiliating colleges and universities are reflected in their respective course syllabi and publications. The school utilizes a grading system to signify student progression and quality of learning as the student moves through the Program of Studies. A final letter grade is determined and assigned through an established and approved process for each Medical Laboratory Science course. A final letter grade has a corresponding value that denotes the quality level of student learning reflected in performance. A percent range is used to determine the letter grade. Value points are used in the computation of the Grade Point Average (GPA). Final Medical Laboratory Science course grades are calculated by using the percent scores on written examinations (tests), homework, ratings of performance reflected on the clinical laboratory evaluation tools, and ratings of performance reflected on the skills laboratory rating record.

Academic Advising

The Program Director serves as an academic advisor to students. The Program Director will schedule the initial conference. Students may also schedule a meeting with the instructors.

Advising is available to a student in the following areas:
1. Adjustment to student role.
2. Educational planning.
3. Study habits.
4. Test taking.
5. Limited tutoring. If extensive tutoring is needed, the school counselor should be contacted for reference.
6. Academic Advising. Each time a student fails to pass an exam they must set up an appointment to see the Program Director. The Program Director may also request additional counseling with the School Counselor.

**Academic Progress**

Students are required to attend all scheduled classes. During the clinical practicum, students are required to clock in/out on the Kronos time clock system.

The grading scale of the School of Medical Laboratory Science for the theory and clinical curriculum is presented below:

<table>
<thead>
<tr>
<th>GRADE</th>
<th>RANGE %</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>94 -100</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>86 – 93</td>
<td>3</td>
</tr>
<tr>
<td>C</td>
<td>77 – 85</td>
<td>2</td>
</tr>
<tr>
<td>D</td>
<td>70 – 76</td>
<td>1</td>
</tr>
<tr>
<td>F</td>
<td>0 – 69</td>
<td>0</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>0</td>
</tr>
<tr>
<td>W</td>
<td>Withdraw</td>
<td>0</td>
</tr>
<tr>
<td>WX</td>
<td>Admin/Withdrawal</td>
<td>0</td>
</tr>
<tr>
<td>CR</td>
<td>Credit</td>
<td>0</td>
</tr>
<tr>
<td>NC</td>
<td>No Credit</td>
<td>0</td>
</tr>
</tbody>
</table>

The final grade is based upon the total points received on examinations, assignments, and evaluations divided by the total possible points. Decimal point values of five (5) or greater to the nearest hundredths are raised to the next whole number.

Value points are used to calculate the Grade Point Average (GPA). The grade point average is the academic standard that serves many purposes, two (2) examples being:

1. Honors recognition at the Commencement Ceremony.
2. Baptist Health Auxiliary Scholarship Awards.

Student academic and clinical achievement is measured periodically by written, oral and practical examinations.

**Progress Requirements**

1. An overall final score of 77% in each course.
2. An 85% on all internship competency checklists.
An overall final score of 77% on the Student Clinical Evaluation of Psychomotor and Affective Abilities administered during internships.

A 77% on the final program examination.

Adherance to Baptist Health Values.

Note: Students who fail only the final examination may pay a fee to attend the 11 weeks of theory again or receive permission to access on-line resource materials and retake the final exams. This request must be submitted in writing and be approved.

Competency Evaluation

Documents:
(1) Weekly Evaluation Form
(2) Student Clinical Evaluation of Psychomotor and Affective Form

Weekly Evaluations
Students are required to initiate (non-graded) weekly evaluations during their internship for the purpose of receiving timely feedback concerning performance. If a student fails to submit weekly evaluations, points will be deducted on the Student Clinical Evaluation of Psychomotor and Affective Abilities Evaluation. In the event a submitted Weekly Evaluation form is missing from their folder, the student is responsible for providing their copy for submission as documentation. The Weekly Evaluation is a 3 part form. The Program Director, Student Coordinator, and student receive copies. If weekly evaluations are less than satisfactory, counseling and assistance is provided by the program director, clinical coordinator, staff, or school counselor. Counseling sessions are documented and placed in the student’s record. The student is expected to progressively improve from week to week. A lack of improvement will result in a Corrective Action Form.

Clinical Competency

Upon completion of each clinical rotation, the student, having completed all objectives of the course and meeting all academic expectations will receive a Student Clinical Evaluation of Psychomotor and Affective Abilities Form completed by the Clinical Student Coordinator (expert clinician). The form will be reviewed and finalized by the Program Director before being filed in the student’s record. Students may perform testing of actual patient samples when they have successfully completed the checklist item for the assay and when the Student Coordinator or designee determines they are competent. Students who do not attain the Progress Requirements listed above may be offered remediation or be withdrawn from the program.

Examinations

1. Students are provided program and course objectives. There is an objective for every exam question. Objectives are the guide for the examination content. Any content in a course that has been previously taught/read may be seen on subsequent exams. This program is comprehensive in nature. In order to be successful on exams, students are must do all of the following:
   1.1 Attend lecture
   1.2 Read the textbook
   1.3 Complete objectives

2. The student is expected to take all exams on the dates and times scheduled. Any changes are at the discretion of the Program Director. Makeup exams must be rescheduled with the
Program Director within 2 workdays from the missed exam. There is a charge for makeup exams due to unexcused absences.

3. The student is expected to be punctual for all exams. Students will be admitted to exams already in progress at the discretion of the instructor/proctor.

3. Identification badges must be worn and clearly visible on the upper chest for admission into all exams.

4. No books, paper, book bags, purses, food or drink will be permitted at desks. Books, purses, etc., may be placed at the front of the room. The school will not be responsible for unattended items. No electronic devices are permitted during the exam period.

5. When the exam is completed, the student will give the examination to the instructor or proctor; the student will then quietly exit the room and not return until all students have finished the exam. Any questions concerning the exam will be answered when the exam is returned or during office hours.

7. Students who have completed the exam are expected to be quiet in the hallways outside of the examination room.

8. Graded exam results are handed back to the student and questions are answered at this time. Students are encouraged to ask questions.

9. All exams will remain the property of the school.

10. If a student desires to contest an examination grade/question answer, he/she must make an appointment with the Program Director and provide the textbook reference for each question contested in writing.

11. Students who become pregnant must notify the Program Director immediately. A physicians statement is required listing the expected due date. If the due date changes a revised physicians statement is required. If a student must be out of class for an extended period of time, they may need to apply to re-enter the following year.

Clinical Internship Homework

1. Students must keep track of submitting their homework according to the course syllabi. Students are responsible for meeting all deadlines without reminders. Homework must be in their student folder before the end of the internship. Student must check the syllabi and work with their Student Coordinator to ensure all homework has been completed and submitted. Any lost homework must be resubmitted. All homework must be submitted stapled.

Makeup Course Work

The opportunity to make-up missed course work, including examinations may be available to an absent student. Faculty has the sole discretion in permitting the student to make-up missed course work, including examinations. Two factors have paramount importance in the consideration of a make-up request: the student’s follow-through with policy regarding the absence and the student’s previous attendance recorded. A fee is charged for make-up exams to cover the school’s expense associated with the make-up work or examination preparation, proctoring and grading.
Remediation

A student who does not make a "C" or higher in a course or clinical rotation may be offered a remediation opportunity to achieve a minimum required score.

Remediation Guidelines:

Overview:
If remediation is offered by the faculty and the student accepts, the student will be provided additional time in the clinical area with specific assignments. The additional time will be added to the end of the program period or during breaks. The theory course remediation will be offered in conjunction with all other required courses. Scheduling will be dependent upon staff scheduling.

Internship Remediation:
The student will be administered additional practice assignments or a written and practical examination, and a grade determined. The program director and clinical student coordinator will evaluate the student’s final performance and competency.

Theory Remediation:
The student will be given additional course work and one comprehensive examination.

Summary:
- If the student is successful in passing the remediation, the final course grade will be no higher than 77% (C).
- If the student is successful in the remediation attempt they will progress through the rotation and complete the program of study.
- Remediation Attempts:
  - Theory: One (not one per course)
  - Internships: One (not one per internship)
- Students who choose remediation forfeit the right to appeal the remedial grade and the original grade.
- Students who choose remediation will pay a fee of $25.00 to defer costs associated with remediation.

Repeating and Dropping a Course

Courses within the program are concurrent and must be taken in the required order. Since courses are offered only once a year, a student cannot drop or repeat a course and continue in the program. A student may reapply to the program, although no guarantee is made the student will be accepted. Acceptance into the program is on a competitive basis.

Probation

Probation due to academic performance, clinical competency, or failure to adhere to Baptist Health Values, indicate that the student’s continued enrollment in the school is at risk. Conditions are specified on a Corrective Action Record that must be fulfilled before the probationary status is changed.
1. A student is placed on probation by the Program Director or designee.

2. Probationary terms are determined on an individual basis by the Program Director or designee.

3. Failure to meet designated probationary terms may result in suspension or academic dismissal.

4. Academic Performance: If by the third exam in a course the student does not have a grade of C or better, the student will be placed on Academic Probation and referred to the counselor.

5. Each time a student who is on Academic Probation fails to pass an exam they are to see the Program Director.

6. Failure to adhere to Baptist Health Values requires an improvement in behavior by the student. The BHCLR counselor is available to assist the student in adjusting to the Baptist Health culture.

Progression and Promotion

Overview:

- Progression and promotion policies give direction for the retention of high quality students as they progress through the Program of Studies.
- A student must satisfactorily fulfill requirements for each Medical Laboratory Science course as outlined in the course syllabus and packet in order to progress in the Program of Studies.
- A student may be promoted through the Program of Studies and graduate utilizing the following criteria:

1st Semester

1. Medical Laboratory Science Course Grade: Minimum 77% in each course.

2. Completion of all required immunizations and school documents on time as stated in the general catalog.

3. Agreement of ability to meet Essential Functions of Medical Laboratory Science

2nd Semester

4. Additional Requirements-Clinical Internship:

   4.1 Course - An overall final score of 77%.

   4.2 Competency Checklists - 85%.

   4.3 Student Clinical Evaluation of Psychomotor and Affective Abilities: 77%.

   4.4 Interim internship course scores may not indicate progression.

5. Successfully complete Program of Studies, with minimum Cumulative GPA of 2.0 or higher.

6. Settle financial obligations with school and Baptist Health
7. Complete clearance process(es)
8. **COMMENCEMENT** attendance is expected

The school’s certificate and final grades are not to be released until all of the above requirements have been met.

**PROGRAM DISMISSAL POLICIES**

A student may be terminated for such causes as insubordination, intoxication, dishonesty, inefficiency, frequent absences, and excessive errors while in the laboratory, failure to BH and BHCLR policies and procedures, and failure to exhibit Baptist Health Values. Students may also be terminated for failure to progress academically and failure to attain competency in any rotation. Any action of an employee or student which may endanger the welfare of a patient, a fellow employee or the reputation of the hospital will be cause for dismissal. See Student Handbook General Section and School Specific for additional BHCLR policies.

**Examples of Grounds for Dismissal**

1. Failure to attain academic required levels (77%) in each course.
2. Failure to attain competency during Internship courses (77%) on the final evaluation.
3. Failure to attain Internship checklist criteria levels after remediation.
4. Excessive errors in the laboratory after remediation.
5. Failed drug test (drugs of abuse, including medical marijuana).
6. Failed criminal background check (CBC) or Child and Adult Maltreatment Check (CAMC).
7. Criminal Activity.
8. Failure to comply with the Health Insurance Portability and Accountability Act.
9. Failure to comply with the Baptist Health Corporate Compliance Policy.
10. Failure to comply with Baptist Health values after coaching and counseling.
11. Failure to repeatedly respect patients, staff, or guests while on campus.
12. Excessive absenteeism.
13. Failure to comply with Baptist Health Values.

**Graduation Requirements**

All three (3) requirements must be fulfilled before graduate status, certificate and school pin are bestowed:

1. Successful completion of the Program of Studies and the Professional Curriculum; successful completion is evidenced by completion of all requirements for each course.
2. Fulfillment of progression and promotion criteria
3. Completion of the Graduate Clearance process
4. All probationary processes cleared/completed

Graduation is not dependent upon passage of any external certification examination.

Program Effectiveness

It is paramount that the school maintain an ongoing program effectiveness evaluation process. Several factors comprise the process, student and graduate outcomes; faculty teaching effectiveness; course evaluation(s); school policies; employer satisfaction with graduates and approved and accrediting outcomes. Thus, students and graduates have an important role in the measurement of program effectiveness. These instruments are available upon request.

Faculty and Course Evaluation Process

Students evaluate the course, each course instructor, and clinical facilities as they progress through the program. The evaluations are carried out according to Baptist Health College Little Rock Policy and an established process. The student is assured of anonymity, thus encouraging his/her participation in the evaluations. If a student is of the opinion that the process should be improved, the Program Director of BHCLR welcomes suggestions for betterment. Students are expected to provide professional and courteous feedback.

The process summarized presents an objective process through which students provide subjective data in the measurement of teaching behaviors and course evaluations. At course end, evaluation forms are provided to the students electronically. Aggregate results are provided to the Program Director for review. Instructors and Laboratory Departments are provided a summation of survey results. The program assesses results and determines corrective action.

Students are evaluated throughout all aspects of the program. Evaluations are conducted monthly during the three (3) month theory period and weekly (student initiated) during the nine (9) month clinical practicum Internship component. No letter grade is given for these evaluations.

At the end of the internship a final evaluation is completed by the clinical laboratory staff and Student Coordinator (expert clinician) who have observed the student's progress during a specific rotation. The performance is evaluated with regard to technical and professional standards that exemplify the School Values. A letter grade is assigned to the final evaluation.

The Clinical Practicum policies, grading scale, evaluation tool, and the behavior objectives are shared with students during their orientation to the Clinical Practicum.

The clinical staff who evaluate the student have responsibilities as evaluators to provide:

- Honesty and objectivity in judging the qualities and performance of the student.
- Impartial judgments based upon the entire period covered and not upon isolated incidents; however incidents may be recorded if deemed pertinent for the evaluation.
- Ratings that reflect all staff who provided instruction during the internship.
Feedback during the evaluation discussion period related to improving the student’s skills and knowledge. The Program Director provides for final approval.

A rating that reflects the student’s performance related to the cognitive, psychomotor, and affective objectives determined for the internship.

REQUIRED TEXTBOOKS


7. Turgeon, Mary Louise; *Immunology and Serology In Laboratory Medicine*. 5th Edition; Elsevier, St. Louis, MO; 2014.


Other Recommended Certification Review Texts


STUDENT ACCOUNTABILITY

Guidelines related to student conduct are fundamental to patient or student safety and necessary for a high level of care and overall learning within the clinical laboratory.

1. Enrollment in the school implies willingness on the part of the student to comply with established policies and procedures and Baptist values. Each student must meet all academic requirements for each course, as well as, fulfill all school requirements.

2. Progression through the program of studies is dependent on evidence of personal and professional growth, as well as, academic achievement.

3. The school assumes no responsibility for a student's conduct apart from the school activities, however, that conduct may affect the student's status with the school.

4. Students are responsible for expenses related to textbooks, clothing, uniforms, meals, housing, transportation, healthcare, policy enforcement, damages to physical facilities including library holdings, certification exam expense, and for legal action expenses brought against the school for causes created by the student.

5. The expectation is for students to exhibit or demonstrate the following behaviors:

5.1 ATTENTION: Your instructors are Medical Laboratory Scientists with duties to perform which under certain circumstances must come before teaching. Listen carefully and ask questions at appropriate times.

5.2 AWARENESS OF THE PATIENT: The care and the interests of the patient take precedence over everything else. Speed, efficiency, attention to detail and ethical behavior are essential to proper patient care.

5.3 RESPONSIBILITY: Assume responsibility for your work. Ask if you are not sure about a procedure, but attempt to demonstrate an ability to work on your own.

5.4 TEAMWORK: You are a member of the Medical Laboratory Science team. Every task you perform, regardless of how trivial it may seem to you now, has a direct bearing on the quality and quantity of work produced in the department. Voluntarily assist others when possible. Work closely with the Program Director to ensure your personal growth and academic success.

5.5 DESIRE TO LEARN: Your instructors are ready to assist you in your clinical education in every way possible. It is up to you to demonstrate the desire, drive, and discipline to want to learn and achieve in this profession.
5.6 MATURITY: You have embarked on a career that involves your personal commitment to the patient, physician and Laboratory Department. This year will be a very short time to not only learn, but develop your skills as a Medical Laboratory Scientist.

All Learning Experiences

1. Name badge MUST be worn. NO EXCEPTIONS.

2. Electronic Devices, such as cell phones, beepers, MP3 players, personal computers or any other electronic device the Program Director determines as disruptive to the learning process:
   2.1 Must not be observed during theory classes or in the laboratory
   2.2 Must be turned off or on "silent" during theory or while in the laboratory.
   2.3 Cell phone blue tooth devices are not worn during class, lab, or any BH "on stage" areas.
   2.4 Earphone/buds will not be visible in “On Stage” areas of the hospital or in the laboratory.
   2.5 Electronic devices may ONLY be used during assigned breaks or lunches
   2.6 When the student is in an approved electronic device location, use of personal cell phones to make or receive telephone calls or to send and receive text messages will be limited to break and meal times. Conversations should not be so loud as to be distracting to others and should never occur in the presence of patients or their family members.
   2.7 Personal laptops should not be used while in the laboratory except during a break period in an off stage area.

Note: See Appendix A for the Baptist Health System electronic policy.

Exceptions: Any student who has an emergency that requires the use of a cell phone/pager will notify the primary instructor prior to the start time of theory or rotation.

Caution: Student may receive disciplinary action and/or be sent home for the day with an unexcused absence for noncompliance.

3. While in internships/rotations, students MUST clock/in and out using the hospital timecard system. When a student fails to clock/in out, he/she will complete an attendance form. Frequent failure to comply may result in disciplinary action.

4. Books and personal articles are the responsibility of the student.

5. Personal visitors are not allowed.
Clinical Laboratory

1. The clinical instructor is responsible for the clinical education and conduct of his or her assigned student(s). Directions from the assigned faculty must be followed in order to maintain safe continuity of patient care; not to do so, shall result in immediate and severe disciplinary action by the school. The faculty has full authority to remove a student from the clinical laboratory and send that student home, at any time, if the situation warrants after notifying the Program Director.

2. A Student is scheduled Monday through Friday. Classroom hours are usually from 0800 - 1700. A class may begin at 0700 or 0730 based on faculty availability. See theory curriculum schedule.

3. Clinical laboratory hours are from 0600 - 1345; 0630 - 1415; or 0700 - 1445. Students are required to be dressed properly and in their assigned areas ready for clinical or class before the assigned times. Arriving after the assigned time is a tardy. Students must be in their department prepared and ready to begin.

4. Clinical laboratory hours during phlebotomy assignment are 0400 - 1145.

5. A student will not routinely be assigned a clinical rotation for any part of a weekend, holiday, or after the hours stated above. A student may not be used as substitution for overtime pay or call back.

   Exception: An internship may be extended through a holiday, week-end, or at the end of the program year due to the student's failure to reach competency or excessive personal absences, or due to excessive school closure days during a short rotation.

6. Compensatory time-off will not be given to a student who remains in the clinical area for an additional period of time in order to observe and/or assist with a procedure.

7. Food or beverages are not permitted in the clinical department except in the employee lounge.

8. Permission must be obtained from assigned Instructor before leaving the clinical laboratory for any reason. Students must report also to their assigned Student Coordinator when leaving and upon return from class or other learning experience.

9. Permission must be obtained from the assigned staff before going to break/lunch: two (2) fifteen (15) minute breaks and one (1) forty-five (45) minute lunch break is allowed.

10. Students must immediately report any accident or error to the assigned clinical instructor, regardless of how minor it may seem.

11. Disposable gloves are to be worn whenever handling reagents or body fluids. Proper glove and lab coats are worn appropriately.

12. Books and personal articles are to be stored in designated areas only.

13. It an emergency occurs or a student becomes ill while they are performing testing, they must notify someone before they leave and make sure that the testing is turned over to another individual. Leaving the work area without notification can be interpreted as abandonment of responsibilities.
14. If absent or tardy, all students must:

**THEORY:** Contact the Program Director

**INTERNSHIP:** (1) Contact the Department (preferably the Student Coordinator) before the designated arrival time.

**AND**

(2) Contact the Program Director

Failure to provide correct notifications prior to absence or tardies, will result in disciplinary action.

15. Make-up time must be scheduled through the Program Director and Clinical Student Coordinator.

16. Request to be absent from learning or rotation experience in advance must be submitted in writing. A request to be absent is routed prior to absence. Forms are maintained in the Program Director’s office and the student form location in the clinical laboratory.

17. A student is not allowed to exchange a clinical rotation with another student.

**Extreme Unacceptable Behaviors**

18. Negative attitudes toward instructors, staff, patients, and fellow classmates. **Progressive discipline/10 points**

19. Insubordination to a staff or instructor. **Suspension or Immediate dismissal**

20. Jeopardizing patient care in any instant. **Immediate dismissal**

21. Revealing patient information or patient photographs on social networking sites. **Immediate Dismissal**

22. Creating a negative environment (to include creating cliques). **Progressive Discipline-10 points**

23. Falsifying clinical information or excessive error rates. **Immediate dismissal**

24. All behavior that does not represent Baptist Health values. **Progressive Discipline**

25. **Negative Informal Leadership.** Informal Leaders who are not aligned with the program policies cause disruption and morale problems within the class. Any behavior that leads to negative influence whether in class, hospital or outside the hospital is not acceptable. **Progressive Discipline**

26. **Social Media.** Any communication on social media or text messaging is expected to professional and reflect Baptist Health Values. **Progressive Discipline**

**Clinical and Enhanced Training Sites**

26. Clinical laboratory practice occurs in following campus:

26.1 **Baptist Health Medical Center – Little Rock Clinical Laboratory:** Internship contact hours are spent performing diagnostic and therapeutic procedures at this institution. The
Clinical Student Coordinator of each section is responsible for the student's clinical training during the rotation as well as overseeing the evaluation of the student. The student rotates through each section at BHMC - LR on a scheduled basis. Each week the student may be rotating with a different professional technologist to provide him/her a more varied clinical education.

26.2 The American Red Cross will serve as an enhancement site for students to observe specific reference laboratory procedures. Students will be on site at the American Red Cross for one day.

26.3 Baptist Health School of Medical Laboratory Science students are responsible for their behavior. Any student that may have information that another student is violating the school's CODE OF CONDUCT is to report the violation(s) to their instructors or Program Director. Failure to report violations may result in disciplinary action.

Attendance and Absence

Directions for a student regarding attendance and absence are provided in the following policies:

1. Regular and prompt attendance at all scheduled learning experiences is expected in order for a student to meet the objectives for the Medical Laboratory Science program.

2. Faculty understand that a student may be absent from class because of situations not in the student’s control. However, it is also understood that an absent student is not gaining benefit of school offerings. Therefore, an Absent Record is maintained on each student in the Medical Laboratory Science program. A record of repeated absenteeism will lead to disciplinary action. All absences are recorded.

3. A student absent from classroom or scheduled clinical learning experiences three or more school days, because of a health problem that requires medical intervention, provides the Program Director a written clearance from the physician prior to resuming study.

4. If an extended absence exceeds the ability of school and laboratory resources to provide additional instruction, the student may be required to re-enter the following year.

5. Any absence created by a physician’s order requires a written clearance from that physician before the student resumes scheduled learning experiences.

6. Absent days will be made up at the discretion of the Program Director.

7. A student who is absent from classroom or scheduled clinical learning experiences due to illness, accident or medical condition which interferes with ability to perform essential functions will be required to provide official documentation of clearance, from an intervening professional, prior to resuming studies.

8. Students with limitations or restrictions which interfere with the ability to perform essential functions will not return to class and/or clinical until clearance documentation, from an intervening professional, is received. Students with stated limitations or restrictions may not return to class/clinical until these limitations or restrictions are lifted or “if reasonable accommodation” can be made as determined solely by the school.

9. Absence is defined as exceeding one (1) hour of the scheduled day (clinical and/or theory).
Numbers of hours missed, as well as, patterns of absence from class will be monitored. If excessive absences or patterns of absence occur, the student will meet with an assigned instructor to discuss the course of action as determined by course faculty. If a student appeals at the end of the semester, this information will be considered in the appeal.

The disciplinary steps will begin at 24 absentee hours. Verbal warning at 24 hours missed, Written warning at 32 hours missed, Probation at 40 hours missed. Absence may not exceed 40 hours in a semester, absence in excess of 40 hours may result in dismissal.

An absence of three (3) consecutive school days without notification to the school office may result in Administrative Withdrawal from the school by the Director or designee.

Theory Tardy is defined as arriving late within the first clock hour of a scheduled class day or not being present within the last hour of the scheduled class day.

Clinical Tardy is defined as a clock in time later than assigned and not being in the department seated and ready to work. All students are expected to meet the definition of start on time.

Definition of Start on Time: Means arrival in the department and seated ready to begin to work at the scheduled time.

Theory Absence of one (1) class period equals one (1) tardy. Three (3) tardies equals one (1) day of absence.

Three (3) or more documented tardies during any one clinical rotation may result in the lowering of final clinical grade by one (1) letter grade.

Disciplinary Actions for Tardiness:

16.1 Written Warning: Five (5) tardy times
16.2 Probation Status: Seven (7) tardy times
16.3 Suspension or Dismissal: Excess of seven (7) tardy times

Tardiness and absences are recorded separately on the Student's Attendance Record.

The Program Director and Student Clinical Coordinator must be notified before the absence or tardy, with as much advance notice given as possible. Each occurrence (absence or tardy) will be documented in the student's file. Review of attendance records will be a part of the Schools' periodic evaluations.

In addition to the vacation and holidays observed by the Baptist Health Allied Health Schools, the student is allowed a maximum of six (6) days absence during the program year.

Should more than six (6) days be missed, or should three (3) consecutive days be missed, the clinical schedule for that student will be evaluated by the Program Director and the Student Coordinator and adjustments may be made if the school/clinical site can make an accommodation.

The student will be expected to make up missed time in excess of six (6) days at the end of the school year or during Christmas and/or Spring break.

Make-up examinations must be taken within one (1) week upon approval by the Program Director. Student makes arrangements to take the make-up exam within 2 days from returning from absence. A fee is charged for make-up exams, and a receipt required prior to administration of the exam.
22. There are no excused absences with the exception of bereavement. The exception to the Attendance Policy is for bereavement for immediate family (mother, father, child, husband, wife, brother, sister, father-in-law, mother-in-law, or grandchild).

23. Attendance at scheduled learning experiences during inclement weather, including winter storms, is expected unless otherwise notified by faculty or school official. The student must monitor the local television station listed in the Inclement Weather Policy, e-mail, BHCLR website, or emergency text messaging to determine if the school will be open. The school may determine that the weather warrants a late opening. A late opening decision may be made the day before any expected winter storm depending on the forecast.

24. Students having to make up time at program end may participate in commencement however, the certificate is withheld along with the Board of Certification verification until the required amount of time is made up and all graduation requirements are fulfilled.

25. Any student who misses 5 or more days in a row must makeup that rotation time as is convenient to the program and laboratory.

Process

The following process is expected to be completed by a Medical Laboratory Science student in the event of an absence or tardy:

1. **Absence and Tardy Notification:**

   **THEORY:**
   Notify the Program Director by leaving a message on her office phone (501-202-6632) before the class start time.

   **INTERNSHIP:**
   1.1 Notify the Program Director by leaving a message on her office phone (501-202-6632) before the class start time.
   AND
   1.2 Notify the Student Coordinator or instructor prior to the scheduled start time.

2. If absence is due to physician’s order, in addition to the above, contact instructor regarding expected date of return.
   2.1 Obtain written clearance from intervening physician.
   2.2 Submit physician clearance to assigned instructor.

3. Planned absences must be accompanied by a Request for Absence form 24 hours prior to absence. It will be routed for signature.

**Tardy**

Tardy is defined as not present at the scheduled time for any learning experience. Three (3) recorded tardies shall be counted as 1 absence (8 hours).

Three (3) or more tardies during any one clinical rotation will result in the lowering of the final clinical grade by one (1) letter. Example: A final grade of an “A” will be lowered to a “B” due to three or more tardies.
All dates are subject to change without notice.

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>DATE 2015</th>
<th>DATE 2016</th>
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<tbody>
<tr>
<td>Verification Day (Welcome Day)</td>
<td>TBA</td>
<td></td>
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<tr>
<td>Classes Start BHCLR Semester 1 begins</td>
<td>Monday, July 6</td>
<td></td>
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<tr>
<td>Labor Day Holiday (Campus Closed)</td>
<td>Monday, September 7</td>
<td></td>
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<tr>
<td>Fall Break</td>
<td>September 21-25</td>
<td></td>
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<tr>
<td>Student Appreciation Event</td>
<td>TBA</td>
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<tr>
<td>Thanksgiving Holiday (Campus Closed)</td>
<td>Thursday/Friday November 26-27</td>
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<tr>
<td>Last day of class BHCLR Semester 1 ends</td>
<td>Friday, December 11</td>
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<td>Christmas Break</td>
<td>December 12, 2015 - January 3, 2016</td>
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<td>New Year’s Day Holiday</td>
<td>Friday, January 1</td>
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<tr>
<td>Classes Resume BHCLR Semester 2 begins</td>
<td>Monday, January 4</td>
<td></td>
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<tr>
<td>Spring Break</td>
<td>March 21-25</td>
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<tr>
<td>BHCLR Spring Event</td>
<td>TBA</td>
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<tr>
<td>Memorial Day (Campus Closed)</td>
<td>Monday, May 30</td>
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<tr>
<td>Conferral Date BHCLR Semester 2 ends</td>
<td>Wednesday, June 8</td>
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<tr>
<td>Commencement</td>
<td>TBA</td>
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<tr>
<td>Graduation</td>
<td>*As appropriate All requisites for graduation fulfilled</td>
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</tr>
</tbody>
</table>

**Holidays**

The school recognizes four (4) holidays per year: Labor Day, Thanksgiving, day after Thanksgiving, and Memorial Day.

**Vacation/Breaks**

1. Five (5) weeks of Vacation/Break Time are scheduled for the student.

   1.1 Fall Break is a five (5) day period scheduled in September.
1.2 Christmas Break is a three-week (3) period.

1.3 Spring Break is a five (5) day period scheduled in March

2. These days-off total twenty-nine (29) and are taken into account when calculating the total number of hours that the student has invested in his/her education.

3. These twenty-nine (29) plus the six (6) excused absences total twenty-one (35) days, which equals seven (7) school weeks the student is not engaged in contact study with the school.

**RE-ENTRY FOR RESUMPTION OF STUDY**

A student who has discontinued study for any reason is returned to the applicant pool and must be approved for re-entry by the Selection Committee before resuming study. Approval for re-entry is not guaranteed for any student discontinuing study. When reviewing re-entry applicants, the Selection Committee considers, but is not limited to, the following criteria:

1. Overall academic performance and professional development prior to absence from school.

2. Evidence of behaviors that demonstrate school Values prior to and during absence from school.

3. Completed Clearance process within one (1) week of discontinued study.

**Process**

A student seeking approval to resume study:

1. Contacts Program Director.

2. Submits the following completed documents to Admission Office four (4) months prior to preferred reentry date:
   2.1 New Application.
   2.2 Reentry fee.
   2.3 Any new transcripts.
   2.4 Essential Functions Form.

3. Participates in personal interview, if requested by Selection Committee.

**Dress Code**

The Baptist Health College Little Rock endorses the intent of the dress policy of Baptist Health that clothing should reflect a business-like/professional appearance. Therefore, the dress policy for both employees and students enrolled in the Schools will conform to that of Baptist Health and the School of Medical Laboratory Science. The dress code policy is found in Appendix B.
STUDENT HEALTH PRACTICES AT BHCLR

Student injury reporting information and forms for reporting injuries may be found in the general catalog for BHCLR. Health Clinic and Emergency treatment information is found in the Student Handbook General Section for BHCLR.

STATEMENT OF RESPONSIBILITY

Health Insurance

All students are strongly recommended to have personal health insurance while enrolled as a student at BHCLR. Many affordable options exist for students. For information on some of the options, please visit the following websites or contact Student Services

www.healthinsurance.org  
www.arkbluecross.com

Liability Insurance

All students are strongly recommended to have personal liability insurance while enrolled as a student at BHCLR. Many affordable options exist for students. For information on some of the options, please visit the following websites.

www.hps.com  
www.nso.com  
www.americanprofessional.com

STUDENT EMPLOYMENT/WORK RELATED POLICIES

1. A student is allowed to work; however employment must not interfere with classroom or clinical assignments. The student must be scheduled after the classroom or clinical student responsibilities are completed.

2. Time spent as an employee cannot be credited to the clinical educational program of the School. Classroom or clinical assignments are not altered to accommodate work schedule(s).

3. A student is not required to work nor will the student be scheduled for clinical assignments in order to provide coverage for the clinical area or shift. Work Schedules cannot overlap Student Internship Schedules.

4. A student choosing to work at Baptist Health completes the regular hiring process of the Personnel Department of Baptist Health and the Laboratory Department.

5. Although School Student Policies and Baptist Health Employee Policies are in fact separate one from the other, a student's behavior during a Baptist Health employment period that results in a disciplinary action may, in turn, result in the same by the school or vice versa.

6. The Program Director or Clinical Instructor do not participate in the hiring process of students for work purposes.

7. A student must be in "Good Standing" with the school in order to be hired for work in Baptist Health. "Good Standing" is defined as:
7.1 having the required academic record
7.2 satisfactory attendance record
7.3 record void of disciplinary action by the school

8. A student must maintain academic eligibility and clinical competency while employed at Baptist Health.

9. The school is not responsible for unprofessional conduct by a student, while he or she is working for an employer.

**TELEPHONE CONDUCT**

1. Always answer the telephone promptly (within three rings). Identify yourself by first and last name and the department located.

2. Always be courteous and pleasant when talking. Remember that you are a representative of the department and must present yourself as a professional.

3. If you can provide the caller with the needed information, please do so. However, if you are unable to answer a question or are unsure of the answer, place the caller on hold and promptly find someone to assist.

4. Do not leave a caller on hold for more than 30 seconds. If you are unable to quickly obtain the information, take their name and number and inform them you will return the call.

5. Be cautious of the information that you give out over the phone. Much of the information contained in the department such as patient records, prices of procedures, etc. are confidential. If you have a question about the confidentiality of the information requested, please turn the caller over to the clinical supervisor or another technologist.

**CERTIFICATION**

**Program Expectations:** Students completing the program are expected to take the Board of Certification within 2 weeks of graduation. National graduate data supports that students who delay often do not pass the exam. Employers generally expect the graduate to arrive with this credential, however, some will allow up to a year. In some states, the graduate cannot be employed until they provide passage results and or become state licensed. The program data supports that graduates who wait a year do not pass the exam.

The American Society for Clinical Pathologist (ASCP) Board of Certification set forth the eligibility requirements for the certification exam (Route 1). The Medical Laboratory Scientist must be a graduate of an accredited Medical Laboratory Science school in order to qualify to take the national certification examination through Route 1. The graduate may apply as a candidate to write the national certifying examination for medical laboratory scientists. Candidates who achieve the required score will be certified to officially and professionally use the title of Medical Laboratory Specialist and the credential, MLS (ASCP)®.

There is no licensure requirement in this state for Medical Laboratory Scientists. States requiring licensure will usually accept current ASCP, however, students must check with the state where they desire to be employed early. Licensure may take some time to complete.
Graduation is not dependent upon passage of any external certification examination.

FINANCE

School Expenses

Specific policies related to school expenses and refund policies are found in the Student Handbook General Section. Cost Sheets are available at the business office and at BHCLR.edu under the Program tab.

1. **Baptist Health College Little Rock, School of Medical Laboratory Science.**
   
   1.1 Tuition based on a charge per credit hour is required at registration for each required course or school acceptable payments are arranged.
   
   1.2 Payment in full is expected for all expenses associated with tuition and fees. All uniforms and books must be purchased before the first day of class.
   
   1.3 A non-refundable enrollment deposit ($100) is due upon notification of selection. The deposit is applied to tuition at first registration.

2. **Affiliating University**

   2.1 Students make payment for tuition, fees, and books directly to Baptist Health College Little Rock with the exception of Arkansas Tech University (ATU); expenditures are billed to ATU and ATU bills the student.

See additional information in the Student Handbook General Section.

**Tuition Refund**

See additional information in the Student Handbook General Section.
Policy: PERSONAL ELECTRONIC DEVICES  Policy #: V-45

Last Revision Date: 03/01/2010  Current Revision Date: 07/01/2012

Purpose:

The use of personal electronic devices such as cellular telephones, pagers, laptops, iPods, MP3 players, audio recorders, etc., or hospital telephones will not be allowed in the presence of patients, family members, or visitors while providing patient care. Employees may not transfer or post any patient information including protected health information, sensitive business information, or confidential employee information via any personal electronic device.

Policy:

1. Use of personal cell phones to make or receive telephone calls or to send and receive text messages will be limited to break and meal times in off stage areas only. Conversations should not be so loud as to be distracting to others and should never occur in the presence of patients or their family members.

2. Cell phones may never be used to transmit Protected Health Information, whether by text message, video or verbally. Employees who violate this policy are subject to immediate termination.

3. Use of cell phones to display obscene or sexually prohibited text messages or photographs is prohibited. Employees engaging in such behavior will be subject to termination.

4. Photographs of patients or employees will not be taken without their consent.

5. Employees should report any individuals seen taking photographs to their supervisor for investigation.

6. Personal pagers should be on vibration mode and must not interfere with the provision of care to patients. Calls to pagers must not be so numerous as to interfere with the employee’s assigned work duties. Responses to personal pages must occur at break/meal periods in off stage areas only.

7. Personal laptops should not be used at work except during a break period in an off stage area. Employees may not transfer or post protected health information, sensitive business information, or confidential employee information via any personal electronic device or on any social networking site such as Facebook, Twitter, MySpace, Yahoo Personals or any other similar website or blog.
8. Employees should be discreet in posting images or information of a negative nature in relation to themselves, their workplace, patients, coworkers, or management that could result in a disruptive work environment or impair the employee’s ability to perform his or her duties.

9. Personal telephone calls received by the hospital call center or Human Resources, not identifying a specific department, will not be transferred except in emergency situations such as death/injury to a family member, child care center/school or a call from a public safety official.

10. Personal telephone calls using hospital telephones should be limited in duration and number of calls.

Employees violating any of the above policies will be subject to disciplinary action according to the Counseling/Progressive Discipline Policy.

CONSIDERATIONS AND RELATED ISSUES

1. Refer also to the following policies in the Baptist Health Human Resources Manual:

- Counseling/Progressive Discipline Policy V-9
- Written Warning Policy V-10
- Privacy and Confidentiality of Protected Health Information PV-02-001
- External Communications of Protected Health Information PV-05-002
- General Responsibilities of Computer Users S-04-0001
- Code of Ethical Conduct SC-02-002
- Standards of Conduct SC-02-003
- HIPPA Privacy and Security Discipline S-05-0003
Appendix B

School of Medical Laboratory Science
DRESS CODE

DRESS CODE: CAMPUS, CLASSROOM, and HOSPITAL
EFFECTIVE JULY 7, 2014
Revised: April 29, 2015

Attire while on campus or in the classroom is in compliance with the BHCLR and School of Medical Laboratory Science Dress Code, as described in the Student Handbook General Section and School Specific Section. The Faculty enforces the dress code and applies corrective action for non-compliance.

Uniform: Students are required to wear solid black (no trim) scrubs while in any learning activity on BHCLR campus, any Baptist System campus, or enhanced learning location.

Top: No spandex, buttons or trim.
Pants: No bell bottom leg. Pants must be hemmed after washing and before the first day of class if the length extends below heel. Scrubs must be neat, clean, in good condition, and have a professional fit, including but not limited to no tight fitting, gapping, or low rise pants. Decorative trim or “piping” is not acceptable. Undergarments must be worn and not visible.

Tee shirts: Tee shirts are optional wear under the scrub top. Tee shirt must be plain white or gray (no wording) and may have long or short sleeves, but must not extend past the scrub top sleeves. BHCLR or Class tee shirts are not acceptable except as approved during scheduled school events. No turtle neck styles are acceptable.

Lab Jacket: Males and females must purchase a plain light gray lab coat or females may wear a gray uniform warm up jacket. The jacket is worn over the scrub while on BHCLR campus or hospital campus outside the laboratory. Sweat jackets, hoodies, or denim are not approved. School approved lab jackets and uniform warm up jackets may be monogrammed on the upper left side above the pocket. Monogram may be blue or black. The jacket has a Medical Laboratory Science patch on the left sleeve 2 inches down on the left sleeve. These will be available in the BHCLR business office.

Monogram Layout

[First Line] Student Name
[2nd Line] Clinical Laboratory

Font/Size: Athletic Flair with size appropriate for jacket size

Color: Blue or Black

Patch: The patch will be available from the BHCLR Business Office. The patch will be worn on the left upper sleeve of the jacket and scrubs.

Gray/Silver Shoes: Shoes with enclosed heels and toes must be worn with scrubs. Shoes must be clean. Cloth, mesh, open heel, open toe, shoes with “holes” and skelatoe type shoes are not acceptable. Shoes must be leather or leather like and provide an impermeable surface.

Zippered Winter Jacket: A BHCLR jacket may be purchased through the business office when available in the fall. Alternate jacket may be a gray or black fleece jacket. This is the jacket approved when the uniform is worn. No other color jacket may be worn.

Hose/socks: Solid white or gray socks or nude/tan hose are worn with pants or a dress at all times without ornamentation, i.e.: bells, beads.
**Skirts:** For students who prefer wearing a skirt, it is permissible to obtain a matching skirt with the scrub top.

**Hair:** Hair must be neat and clean and reflect a professional appearance. Style and color may not be extreme. Hair must be of a natural color; colors including but not limited to green, blue, purple, etc. are not acceptable.

**Neck Scarves:** Cannot be worn

**Ear Rings:** One may be worn in the lobe of each ear. Earrings must be studs or small loops (less than ½ inch)

**Jewelry:** Is permitted but must not interfere with the clinical experience.

**Nails:** Are to be clean and must not extend past the end of the finger pads; nail polish, artificial nails and nail ornaments of all kinds are unacceptable.

**Identification Badge:** Student identification badge is worn at all times and is to be worn on the upper left shoulder area with the picture facing out. Decorative stickers or pins worn on the badge are not acceptable. Temporary badges are available at the front reception desk and must be worn if the student has forgotten to bring their name badge.

**Personal Hygiene:** Offensive body odor (including breath) and poor personal hygiene are not professionally acceptable. Perfume, cologne, and aftershave must be used in moderation or avoided altogether, as some individuals may be sensitive to strong fragrances. No scented cologne/perfumes, after shave, or lotion are to be worn by students in direct patient contact. During the phlebotomy rotation, no perfume, cologne, or fragrances are worn.

**Beards and Sideburns:** Should be neat and closely trimmed. A beard is not permitted if it interferes with patient care or working with clinical laboratory instruments. Hair will be clean and well groomed. Long hair will be pulled up or back while students are working in the laboratory. This is for safety reasons.

**Tatoos:** Must be covered at all times while on Baptist health properties and during BHSLR sponsored events.

**Head Bands:** Only conservative small head bands that blend in with the hair color and uniform will be worn.

**CLINICAL LABORATORY: Additional Policies**

**Clinical Lab Jackets:** Navy, white, or light blue lab coats are provided by the hospital and must be worn at all times while in the clinical laboratory areas. They are removed before leaving the laboratory. **Exception:** The light blue lab coat is worn during the phlebotomy rotation. It must be clean and previously not used in the clinical areas.

**The following items are NOT acceptable:**
*Full head covering of any type unless for religious reasons.
*Sunglasses.
*Extreme visible skin ornamentation/jewelry worn on areas, including but not limited to mouth, nose, tongue, ear lobe expanders or eyebrows. The face and head are to reflect a professional appearance.
*Denim of any kind is not to be worn.

**Noncompliance with required dress code will result in inability to attend learning experiences and will result in corrective action.**
**Vendor Discounts**: Information about BHCLR vendors who provide uniform discounts is available from the BHCLR business office. The designated textbook vendor is Textbook Brokers.