



PHLEBOTOMY
TRAINING SPECIALISTS

Northern California Course Catalog

Jan 1st, 2024 to Dec 31st, 2024

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(CPT-1) Certified Phlebotomy Technician Program **Course Catalog**

Introduction

Phlebotomy Training Specialists (hereinafter referred to as PTS) offers Phlebotomy Training and Certification for students and is staffed with qualified, approved, instructors. Brian Treu is the Chief Executive Officer (hereinafter referred to as CEO) of PTS. Mr. Treu has been drawing blood for 23 years and has completed over 300,000 blood draws during his career. He serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Mr. Treu loves pressure and has an uncanny way of dealing with stressful situations. He has traveled the world performing venipuncture on patients on all 7 continents.

Alexis Treu is the Chief Operations Officer (hereinafter referred to as COO) of PTS. Ms. Treu has broad experience as the Chief Operating Officer level, having served in this capacity since 2017. Her extensive understanding of career school operational functions, as well as that of diverse and complicated state licensure requirements enables her to ensure full program compliance across the country.

David Roberts is the Chief Financial Officer (hereinafter referred to as CFO). Mr. Roberts's responsibilities are to ensure the company is operating in Generally Accepted Accounting Principles (GAAP) manner. He coordinates and manages all finance functions within the company; and, manages operational and investor relationships to ensure the company is operating in a legal and ethical manner. Mr. Roberts has an extensive background in supporting companies through post-sale transactions ensuring smooth and efficient operations. He has been a CFO for 10 years. Before his CFO duties, he has held numerous senior-level positions in both financial planning and analysis (FP&A) roles and in back-office controllership roles. He has an undergraduate degree in finance and a Master's in Business Administration (Finance) from the University of Utah.

Dina Said Dwyer fills the role of Acting Chair of PTS and is the CEO and President of Eden PTS Holdco LLC. Ms. Dwyer has spent over 20 years in the private equity industry. Prior to founding Eden Capital, she served as a Managing Director at Unifund SA, as an Analyst at the Blackstone Group in New York, and trained at the Carlyle Group in London. She currently sits on the Board of Directors of Wall Street Prep, Etcetera, and White Cup. Ms. Dwyer is a graduate of the Wharton School of the University of Pennsylvania and received her MBA at the Columbia Business School.

School History

Phlebotomy Training Specialists (hereinafter referred to as the school) offers Phlebotomy Training for students and is staffed with qualified instructors. Mr. Treu recognized a need in the phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists and created a program to combine a system that consists of both practical and didactic learning. Students can leave the program feeling confident in their ability to enter the workforce as a phlebotomist. Since Phlebotomy Training Specialists inaugural class in 1993, the company has had over 87,000 graduates. Today Phlebotomy Training Specialists is one of the largest stand-alone phlebotomy training schools.

Mission and Objectives

Our mission is to increase the quality of the patient experience in the laboratory setting by delivering & implementing standardized, and consistently updated, training methodologies to students before their entrance into the clinical setting through our network of training facilities, which use the latest training paradigms and state of the art equipment.

Our objective is to turn out high-quality, well-trained, competent phlebotomists who can use their skills to benefit patients and employers.

Our current program meets the stated purpose above through a rigorous academic curriculum and hands-on training. Our program equips students with the knowledge, technical proficiency, and foundation needed to excel. By preparing our students to provide safe, accurate, and compassionate blood collection draws, the program fulfills our mission.

Program Description

The National Phlebotomy Certification Program through Phlebotomy Training Specialists is a 40-hour program in which students will learn the art of venipuncture. Students will learn both didactically and hands-on during the class. We will cover anatomy, physiology of blood, equipment, venesection, lab processing, special specimen procurement, OSHA, CLIA regulations, centrifuging, microscope use, capillary punctures, etc. Students are required to complete 40 full hours of Phlebotomy instruction during class, after which they must participate in a 40-hour externship opportunity. They are required to complete 80 hours of Phlebotomy Class and Externship program work to graduate from the program. They will also be required to pass 12-chapter quizzes and score at least 80% on a practice exam.

Licensure

Upon completion of the aforementioned items, a student can then apply to the Department of Laboratory Field Services for licensure as a CPT1. Completion of this program and requirements along with the Licensure will qualify you to work as a Phlebotomist SOC code 31-9097. *To be eligible for employment after you receive your licensure, you must have an SSN*

Administration

Brian Treu - CEO & Owner
Alexis Treu - COO
David Roberts - CFO
Monica Sanborn - State Licensing Administrator
Heidi Samani- Director of Student Services
Ericha Dick- Directors of Training

Instructors & Qualifications

Brian Treu – Founder / CEO - *Brian is the Founder, CEO, and Owner of Phlebotomy Training Specialists. Brian and his staff are aggressively working on National expansion, opening schools next in Southern California with locations in Orange County, Los Angeles County, and San Diego County, eventually expanding into 20 hand-selected states and markets in the next 24 months. He understands blood; the systems tied thereto and got this knowledge from perfecting the extraction of blood over the last 19 years, performing in excess of 265,000 blood draws. Brian's career in medicine includes completing 255 clinical research trials in all facets of medicine, specializing in Phase I clinical trials, where drugs are first introduced into the human body. He relishes pressure and has an uncanny way of dealing with stressful situations. His specialties include Blood Banking, ICU, Emergency Room Draws, Law Enforcement, Geriatrics, and the State Prison System. His knowledge of anatomy and ability to find tough veins has made him a highly sought-after Phlebotomist by firms across the state of Utah. He has a dedicated understanding that to learn Phlebotomy, you MUST have the option to perform A LOT of venipunctures, and with him on the staff of Phlebotomy Training Specialists, you are guaranteed to get the experience AND sticks you need to be an incredible Phlebotomist. Brian has been training in Phlebotomy for nearly 20 years, and his school Phlebotomy Training Specialists has turned out over 50,000 Phlebotomists in that time, making it one of the most successful Phlebotomy Schools in the World.*

Gianina Ludusan RN, BSN, PHN – Program Coordinator - *Gianina is a Bachelor prepared Registered Nurse born and raised in Romania. She currently works in the Emergency Room in Huntington Beach, CA. She has previous experience in home health as an RN, alternative medicine nursing, correctional nursing, and teaching. Gianina is passionate about the cardiovascular system and loves everything about intravenous therapies. Gianina went to Cypress College in California for her ADN and to West Coast University for her BSN.*

Citrus Heights

Rory Walker- *Mr. Walker has been in the phlebotomy field since 2013. Spent five years at Quest Diagnostics & with that time became one of the best phlebotomists in the Sacramento area. Mr. Walker was a teacher beforehand instructing 50+ students and has worked 9 months error-free.*

Keeley Simmons- *Ms. Simmons has an extensive amount of experience over 12+years working as a phlebotomist in a variety of environments. She has 4 years of teaching experience. She is an expert in venipuncture specializing in pediatrics.*

Marcella Marie Cobos- *Ms. Cobos has been a phlebotomist for 18 years and has worked in both outpatient and inpatient settings, with frequent trips to ER to assist in blood draws. During her time of employment, she obtained an AA and AS degree to provide opportunity for career growth.*

Erica Danielle Morris- *Ms. Morris is a California native, starting her healthcare career as a medical assistant in 2009. In 2012 she decided to return to school and focus on phlebotomy. She finds great joy in working with various types of patients. She has experience working in medical offices, prisons, plasma centers, outpatient, and hospital laboratories.*

Manteca

Heather Renee Dana- *Ms. Dana received her Phlebotomy Certification in 2001, and has been in the phlebotomy field since 2007. She was in a supervisory role while she worked at Stanford Healthcare Valleycare for 10 years. She specializes in areas of microbiology and pathology.*

Shontai Johnson- *Ms. Johnson has an extensive amount of experience over 15+ years working as a phlebotomist in a variety of environments. She has experience in phlebotomy and laboratory processing, and working directly with physicians.*

Fresno

Megan Reyna - *Mrs. Reyna has lived in Fresno for over 20 years. She started working as a phlebotomist in 2011 and has never looked back. She has worked in hospitals and outpatient labs. She works with a variety of patients, but she loves older patients the most. Megan has been with a single company for over 6 years and has often trained some of the new hires as they come in.*

Corinna Martinez- *Ms. Martinez began her career when she donated at a local blood center. Fresh out of CNA school she was hired at the Blood Center. Fast forward 18 years, she has worked at a level-one trauma center, and for one of the Nation's Best Pediatric Hospitals in Central California. She has experience in phlebotomy and laboratory processing, and working with patients of all ages.*

Estefania L Garcia- Ms. Garcia has an extensive amount of experience over 6 years working as a Patient-Oriented Phlebotomist with diverse knowledge of blood drawing procedures. She is familiar with infection control protocols associated with phlebotomy. She is also well versed with medical terminology associated with lab testing and phlebotomy.

Sacramento

Mary Maxine McQuay- Ms. McQuay has been a phlebotomist for over 21 years and has been licensed through the California Department of Public Health since 2001. During her medical career she has been fortunate to work in the capacity of phlebotomist, trainer, lead, and supervisor for multiple hospitals and reference laboratories including 10 years at UC Davis for the Department of Pathology & Laboratory Medicine supervising the phlebotomy team. She is an expert phlebotomist with experience drawing patients of all ages in the hospital, outpatient, and mobile settings. Ms. McQuay has extensive hands-on knowledge of the clinical laboratory and hospital operations such as the emergency department, trauma, labor and delivery, hospice, intensive care, clinical research, transplant, decedent affairs and oncology to name a few.

Khalid Mahmood – Mr. Mahmood was born in Nawab shah Sindh, Pakistan. He was immigrated to the United States in 1999 after completing his formal education in medicine and surgery (MBBS). Since then, Mr. Mahmood is teaching allied health education classes in vocational schools in greater Sacramento area, currently works with Job corps Sacramento and at Shifa clinic provides phlebotomy services and training to our medical students. Mr. Mahmood participates in several professional and community organizations in addition to serving as a Community Board Member for Shifa Clinic.

Santa Clara

Gloria J Traslavina- Ms. Traslavina began her career in phlebotomy many years ago. She has worked every aspect of phlebotomy from NICU to geriatric. Gloria finds great satisfaction in teaching and passing on her abundance of experience.

Michael A Velasco- Mr. Velasco has been a long-time resident of San Jose and started in the field of phlebotomy shortly after having been in the field as an EMT in 2012. He was then hired on at Kaiser Emergency and has been there ever since. Over the last nine years Michael has encountered a wide range of patients, newborns to geriatric and everything in between. Mr. Velasco is skilled at his ability to help in an emergency situation.

Evangelina Guel- Mrs. Guel started her phlebotomy career in 2008. She is certified through Bay Area Medical Academy. Mrs. Guel has worked with numerous patients; her favorite field is pediatrics. She has worked for in office phlebotomist positions, and several outpatient laboratories.

Lindsey KLINE- Ms. Kline has been a California resident her entire life. She started her phlebotomy career in 2010. She is certified through NCCT for her national certification and has her CPT1 from the state of California. She has worked as a phlebotomist in a couple of different hospitals and an outpatient laboratory. She has also has previous experience as a phlebotomy instructor. Ms. Kline loves to share her skills, experiences and stories of all that

she has encountered through her many years as a phlebotomist.

El Cerrito

Jonathan Tucker- *Mr. Tucker is a California native whose healthcare career began in the San Francisco Bay area. After receiving a Bachelor's Degree from UNLV, Mr. Tucker returned to complete the EMT program at Solano Community College in 2014. Upon completion of Phlebotomy school in 2016, Mr. Tucker was licensed by Laboratory Field Sciences in California as CPT and began work as an Emergency Department Technician at UCSF Medical Center. Since that time Mr. Tucker has been certified as a Crisis Prevention Institution (CPI) instructor, teaching emergency department staff how to identify and mitigate crisis in hostile work environments.*

Karina Jarrell - *Ms. Jarrell began her phlebotomy career journey in 2013. Ms. Jarrell graduated from the Kaiser Permanente School of Allied Health and Science. After graduation she started working for Kaiser as a Laboratory Technician I/II within their hospitals, clinics, and regional labs. Ms. Jarrell's phlebotomy career journey eventually took her to the challenging and rewarding experience of being a phlebotomist at San Quentin State Prison.*

Contact Information

School Addresses:

Citrus Heights- 8421 Auburn Blvd Suite #161 Citrus Heights, CA 95610

Fresno- 770 East Shaw Ave. Suite 120 Fresno, CA 93710

Manteca- 1142 S. Main St. Manteca, CA 95337

Sacramento- 2804 Gateway Oaks Drive Suite #170 Sacramento, CA 95833

Santa Clara- 2370 A Walsh Ave, Santa Clara, CA 95051

El Cerrito- 707 El Cerrito Plaza, El Cerrito, CA 94530

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Phone: **701-404-9434** Fax: **385-327-2084**

Email: info@phlebotomyusa.com Website: www.phlebotomyusa.com

Programs Offered

1 Certificate Program:

40 Hour Phlebotomy Technician Training & Certification

Program Cost

<u>Tuition</u>	<u>STRF</u>	<u>Registration</u>	<u>Medical Liability Insurance</u>	<u>Lab Supplies/ Protective Equipment</u>	<u>Textbooks</u>	<u>National Exam</u>	<u>Documents Processing Fee</u>
\$1,650.00	\$5.00	\$250.00	\$25.00	\$255.00	\$35.00	\$130.00	\$200.00

Total Charges for CPT-1 Certified Phlebotomy Technician Training Payable to Phlebotomy Training Specialists - \$2,595.00

Fee Breakdown Description

Tuition \$1,650.00 - 40 hours of Didactic Training
Registration Fee \$250.00 (Non-Refundable)
Professional Medical Liability Insurance \$25.00 - Students will have coverage during 40 hours of didactic training and during 40-hour externship
Lab Supplies \$255.00
Textbooks \$35.00
National Certification Exam Fee \$130.00
Student Tuition Recovery Fund - .50 x each \$1000 (Non-Refundable)
LFS Licensing Fee \$100.00 - Separate Fee (Payable to the State of California-LFS)
Protective Clothing - \$45
Documents Processing Fee- \$200 – (Payable to PTS)
Scrubs/Uniforms - Separate purchase \$20 and up

Total charges for the current period of attendance are \$2595. Total charges for the entire cpt-1 program and licensure are \$2695+ (depending on the cost of scrubs) total charges the student is obligated to pay upon registration/enrollment is \$250

Payment Policy

Tuition and fees for class can be paid by logging into your student account at students.phlebotomyusa.com. We accept all major credit cards. \$250 minimum is required at the time of registration. After the initial registration fee of \$250 has been paid, students can make payments in any increment until full payment is received.

Full tuition and fees are due by the halfway point of the class.

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to Alexis Treu, COO, at info@phlebotomyusa.com. She will review all payment extensions. If an extension is approved, the student will remain in their scheduled program but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the Ms. Treu the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment. PTS does not hold regional, national, or programmatic accreditation from a U.S. Department of Education-approved accreditor. PTS does not participate in federal or state student aid programs.

After the 40 hours of in-class, training has been completed, a coupon code for the national exam will be emailed to you. This code will come 2-3 business days AFTER your last class assuming that PTS has received your documents and that you have attended all 40 hours of class. You will use this code to register for and take your National Exam.

Any questions or concerns regarding these policies should be directed to

info@phlebotomyusa.com

VISA

Phlebotomy Training Specialists does accept students from other countries but does not provide Visa services. We do not vouch for students, other than to say they are actively engaged and enrolled in the Phlebotomy Training Specialists program. There is no fee for this.

Financing Options

Students may apply for financing with Monterey Financial via the student portal, upon request. Students may apply for financing at any point throughout the program, and they may choose to finance up to 50% of their overall balance. Students may select terms in 12, 18, or 24 months at a rate of 18%. Should students withdraw from the program, the published refund policy would apply.

Third-party loans must be repaid according to the terms of the note even if the borrower does not complete his or her education, cannot get a job after completion of the program, or is dissatisfied with the education.

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959, or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a

residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss due to the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 days before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

Financial

Phlebotomy Training Specialists does not have ANY pending petition in bankruptcy. PTS is NOT operating as a debtor in possession. PTS has NOT filed a petition within the preceding five years, nor has PTS had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Textbooks & Supplies/ Equipment

Supplies & Equipment: \$225.00 refundable on a pro rata basis in accordance with tuition.

Textbook: \$35.00 Once textbooks are issued and received by students, these become the property of students and refunds may be made only at the discretion of the private school.

Student Loans

Phlebotomy Training Specialists does not qualify for Title IV student loans and does not provide student loans.

Class Schedule

Evening: 6 pm to 10 pm – Monday - Thursday (10 Classes)

Day: 9am to 1:00pm – Monday - Thursday (10 Classes)

Weekend: 8 am – 4:30 pm Saturdays (5 Classes)

Accelerated: 8 am – 4:30 pm -Monday – Friday (5 Classes)

The first date listed is the start date for that month; the last day of class is the last day listed for the corresponding month.

This is the schedule for the didactic portion of the class. After this portion of your schedule has been met and you have passed your national exam, we will work closely with you to participate in the externship opportunity for your required 40 clinical hours.

This catalog agreement covers you as a student until you complete the mandatory 40 hours required for the CPT 1 qualifications, passed your national exam, and have completed the 40-hour externship.

AM/PM Classes		Weekend Classes		Accelerated Classes	
AM: Monday-Thursday 9am-1pm PM: Monday-Thursday 6pm-10pm		Saturdays Only 8am-4:30pm w/ lunch break 12-12:30pm		Monday-Friday (may adjust with holidays) 8am-4:30pm w/ lunch break 12-12:30pm	
January 9, 10, 11, 16, 17, 18, 22, 23, 24, 25	July 10, 11, 15, 16, 17, 18, 22, 23, 24, 25	January 6, 13, 20, 27, Feb 3	July 27, Aug 3, 10, 17, 24	January 29, 30, 31, Feb 1, 2	June 24, 25, 26, 27, 28
February 6, 7, 8, 12, 13, 14, 15, 20, 21, 22	August 6, 7, 8, 12, 13, 14, 15, 19, 20, 21	February 10, 17, 24, Mar 2, 9	September 7, 14, 21, 28, Oct 5	Feb. 26, 27, 28, 29, Mar 1	July 29, 30, 31, Aug 1, 2
March 6, 7, 11, 12, 13, 14, 18, 19, 20, 21	Sept 11, 12, 16, 17, 18, 19, 23, 24, 25, 26	March 23, 30, April 6, 13, 20	October 19, 26, Nov 2, 9, 16	March 25, 26, 27, 28, 29	August 22, 23, 26, 27, 28
April 10, 11, 15, 16, 17, 18, 22, 23, 24, 25	October 8, 9, 10, 15, 16, 17, 21, 22, 23, 24	May 4, 11, 18, June 1, 8	November 23, 30, Dec 7, 14, 21	April 29, 30, May 1, 2, 3	September 30, Oct 1, 2, 3, 4
May 6, 7, 8, 9, 13, 14, 15, 16, 20, 21	November 5, 6, 7, 12, 13, 14, 18, 19, 20, 21	June 22, 29, July 6, 13, 20		May 22, 23, 28, 29, 30	October 28, 29, 30, 31, Nov 1
June 4, 5, 6, 10, 11, 12, 13, 17, 18, 20	December 4, 5, 9, 10, 11, 12, 16, 17, 18, 19				

Externship Scheduling and Completion

Once you have completed the Didactic portion of your education, and you have received a **Passing Score** on your National Exam, you will be ready to move on to the **Externship** portion of your Education.

PTS realizes a successful Externship is vital to the success of your State Licensing. We are dedicated to doing our very best to ensure your Externship happens timely and that your experience in the practical setting is efficient, constructive, and enriching.

PTS has many approved Externship sites in California, so be assured that the Externship Team will do their best to match your Externship as close to your request as possible.

You have Two (2) Years from the date you pass your National Exam to complete your Forty (40) Hour Externship, but the Externship Team will provide you with an Externship opportunity within Ninety (90) days from the date you are cleared for your Externship.

Please do NOT call the Externship Team to ask about the status of your Externship within the first week of passing your Exam, as your call may delay the process for yourself and others.

NOTE: You can expect your externship to be Monday-Friday 8:00 AM-5:00 PM or 9:00 AM-6:00 PM Schedule for one 40 Hour Work Week.

List of Possible Externship Requirements & Barriers of Entry:

- Blood Tests
- Immunizations
- Background Check
- Drug Testing

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- COVID testing
- CPR License
- Identification
- Attestation
- Resume
- Facial Masks

These are all site-specific requirements that will be communicated to you when the time comes for placement. If you need information on getting your place of employment approved by the State of California as an Externship Site, please visit <https://www.phlebotomyusa.com/california-phlebotomy-classes> and fill out the link titled New Externship Facility Request.

All of the relationships surrounding each externship site are invaluable to Phlebotomy Training Specialists. It is imperative that all student externs approach their volunteer hours with the utmost care, by always maintaining a professional, positive and compliant attitude throughout the entire externship process and by always adhering to the Externship Code of Conduct (ECOC)

Licensure

To qualify for the California State Phlebotomy License as a CPT1, you must complete the following, in addition to the 80-hour Phlebotomy Training Program with Phlebotomy Training Specialists.

- Provide a High School Diploma or its equivalent (GED).
- Complete 40 hours of Phlebotomy Instruction from Phlebotomy Training Specialists
- Complete 40 hours of Practical Instruction from during which time the student must complete 10 skin punctures and 50 venipunctures in the clinical setting.
- Have an SSN or ITIN.

Phlebotomy Training Specialists and their Phlebotomy Certification and Licensing program have not entered into any articulation agreements with other educational institutions in which they accept credits earned at other educational institutions. Also, we do not offer an Ability to Benefit exam.

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require proof of employment and it will be the student's responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance.

Students must demonstrate fluency in English, including the ability to communicate, write, and read fluently, as this is essential for effective communication in the healthcare environment.

We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the program. An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Although basic computer skills are not required for the program, it is highly encouraged for students to have a basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Admission Application and Deadline

Prospective students will need to enroll by the application deadline. The application deadline is the day before the class starts. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Late enrollments are not accepted once the program has begun, and students will be notified and given dates of upcoming classes to choose from.

Postponement of Start Date

Postponement of a starting date requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Reason for postponement request.
- b. A deadline for the new start date.

If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$250 non-refundable registration fee and a tuition fee

of \$250.

Employment Advisory Services

Phlebotomy Training Specialists **do not** provide any formal placement into employment opportunities. **Placement in a job is not guaranteed or promised to persons who complete the program.** To that end, we do not leave the students on their own to find employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff professional resume writers. The writers will then assist the students with fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a *Student Helpline* where students can call with questions regarding Phlebotomy Training, the application process, help with interviewing, job sources, and Phlebotomy-related inquiries.

Language Proficiency

Students should read at a 9th-grade reading level to succeed in the Phlebotomy Training Class. There is no assistance given during class for language barriers, but PTS does allow translators to attend classes and assist students with translation and

word/verbiage clarification. Having a translator will not bypass the requirement of the TOEFL exam score.

There will not be any instruction in any other language than English. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50. Please submit your score to info@phlebotomyusa.com. You can find more information and register for the TOEFL exam at this link-
https://www.ets.org/toefl/ibt/about?WT.ac=toeflhome_aboutibt_180910

Attendance

Students must attend ALL 40 hours. There is no grace period for attendance or arrival at the educational facility. If a student misses the first day of class, they will be removed from the program, and they will be required to enroll in another schedule. Time will be quantified at the educational facility electronically, and the student must attend all the time required to qualify for participation in the externship. If a student misses a portion of class after commencement, they must re-attend that EXACT portion of the class the next month or work out with their instructor to train on that exact content during a make-up time.

It is very important that you show up on time to your didactic classes and that you listen carefully during this instruction. Please silence your cell phones and do not use them during class time, as they are a distraction to other students. You will be given breaks during class for personal time.

Please bring something to write with to class. You will be issued a textbook that will be yours to keep and write in, as needed. We recommend that you wear scrubs to class. PLEASE KEEP IN MIND THAT YOU WILL BE REQUIRED TO WEAR PLAIN SCRUBS DURING YOUR EXTERNSHIP. You MUST wear closed-toed shoes to class, as well as to your Externship. You may wear acrylic nails, in class, but be mindful that they are conservative in design and length, as they may tear your gloves. If your fingernails become a risk to yourself, or the patients, you will be asked to remove them. Your hair should also be conservative and neatly groomed, pulled back, and not draping down over your shoulders. Tattoos may be visible during class as well as facial piercings, but be mindful that this will not be the case concerning your 40-hour externship.

All Students are required to be lucid, physically rested, and mentally prepared during the entire education process. Any student who arrives to the classroom ill-prepared, or if the instructor, upon evaluation, determines that the student is unfit for class, will be politely dismissed from that class session and instructed to return to the next session, better prepared. Students who are under the influence of alcohol, illicit drugs, or any other mind or body-altering substances cannot participate in class.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules that are teaching the same class during days, evenings, or weekends. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. If the missed module cannot be made up during the scheduled month, the student can schedule a make-up time during the next month the module is being taught. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from three (3) or more class sessions without prior notice and authorization, enrollment will be dropped.

Rescheduling/Readmittance

If a student is dropped from the program due to non-payment of tuition and fees by the halfway mark of their scheduled cohort, they will need to contact Student Services at (701) 404-9434 to pay in FULL and reschedule missed classes. Rescheduling will be based on class availability.

Scheduled Absence(s)

If any student has extenuating circumstances and requires an absence, please directly notify and speak with your school director for authorization. Once authorized, the student will be allowed to make up the missed time during the next month when the class covers the missed content with no additional fees.

Progress Policy

Phlebotomy Training Specialists and instructors are completely immersed in student success. Our instructor cadre is face-to-face with students every day they attend class. Our class sizes are kept small to ensure the student gets all the attention from the instructor and classmate interactions they need to become successful in Phlebotomy.

The program is not graded, it is a pass/fail course. As the program progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class

Students Achievement

Phlebotomy Training Specialists will be tracked throughout the class by quizzes, and

a final exam will be administered before being allowed to challenge the National Exam. Students must pass all quizzes with at least a 70% to continue and stay on track for graduation. Students may take quizzes on their own time with the instructor before or after class, but this time will not be applied to the 40- hour minimum

Award of Credit

Phlebotomy Training Specialists do not grant credit to students for other programs taken in the field of Phlebotomy or Nursing Assistant Training or any other field. This program is a stand-alone program, and no reduced tuition, nor will reduced hours of participation be given.

Grading System

Class 1	Introduction to Phlebotomy	Pass / Fail
Class 2	Lab Skills Development – First Blood Draws	Pass / Fail
Class 3	Specimen Collection and Order of the Draw	Pass / Fail
Class 4	Lab Skills Development – Dermal Sticks and Butterfly Needles	Pass / Fail
Class 5	Lab processing and PRP	Pass / Fail
Class 6	Lab Skills & Development- Centrifuge & Dermal Sticks	Pass / Fail
Class 7	Infection Control & Anatomy	Pass / Fail
Class 8	Lab Skills Development- Hands-On Practice/Activity	Pass / Fail
Class 9	Practical Exam	Pass / Fail
Class 10	National Exam	Pass / Fail

Student Performance, Remediation, and Academic Dismissal Policy

Student Performance

The Phlebotomy Program is a fast-paced, often stressful, learning environment that demands a high level of dedication and proficiency. Students are expected to meet all program requirements, including classroom attendance, participation, and the ability to demonstrate proficiency in blood draws.

If a student's performance falls below the expected standards, the institution will initiate a conversation with the student to discuss their challenges and provide guidance on improving their performance.

Remediation

Remedial training is provided if it is found that a student is not progressing. The remediation period is limited to the length of the next class or classes depending on student needs. If the student achieves a 70% on modules, the student will resume with a pass status. Second and final remediation is available if needed. The student must be able to attend the required classes in the next schedule or concurrent schedule to receive additional training and help. Students are allowed to attend the weekend/evening/day classes, free of charge. If a student is unable to complete remediation in the scheduled time, they will consult with the chief administrator regarding re-enrollment options.

Dismissal

If, after reasonable efforts to support the student's success, they continue to fail to meet the program's requirements and remediation required, the institution may be required to dismiss the student from the Phlebotomy Program. Dismissal will be a last resort and will only occur after due consideration of the student's circumstances.

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained. Student records are maintained in California at each of our locations for 5 years.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Leave of Absence

Due to the short period of time required to complete the program, Phlebotomy Training Specialists will not grant students a Leave of Absence. In the case of a prolonged illness or accident, death in the family, or other special circumstances that

make attendance impossible or impractical, the student will be required to withdraw from the program. The school will process an appropriate refund in accordance with the Refund Policy.

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended. The last session of attendance will be the date of dismissal. Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserve the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors that are unacceptable in the classroom setting. These examples of impermissible behavior described below are not intended to be an all-inclusive list. Phlebotomy Training Specialists managers have full discretion and any violation of the policies or conduct considered inappropriate or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

1. Language / Interpersonal Conduct

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. Conduct

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. Safety

- a. Failing to abide by safety rules and policies
- b. Refusing to follow the instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. Mental/Physical State

- a. Showing up to class in improper attire, wearing inappropriate shoes,

- or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance. (This includes Prescription and/or recreational drugs).

5. Automatic Dismissal

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
- d. Theft
- e. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the "Automatic Dismissal" section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists' final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting, Alexis Treu, COO, and discussing with her on an individual basis, our expected classroom etiquette.

Warnings & Suspension

Students will be given written warnings when it comes to their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, they will be written up by their instructor.

Three times being written up will result in suspension from the class. If the student chooses to withdraw from the class AFTER their suspension from the class, the student's tuition will be refunded based on the last day attended and will be based on the refund policy contained herein.

When suspended from a class, a student may not re-enter the class in which they were enrolled, until the start of the next month, they can however attend

any other class, such as the evening or weekend class if they were in the day class. If they wish to re-enter at the same time of class as they were originally enrolled, they must wait until the start of the next class, the next month.

Student Probation

Phlebotomy Training Specialists do not put students on probation.

Re-entry / Readmission

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a request to the PTS corporate offices. PTS Corporate offices will take 48 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the "Automatic Dismissal" section will be subject to automatic dismissal.

Voluntary Withdrawal from Class

When a student voluntarily withdraws from the program, the school will process a refund in accordance with the refund policy outlined in this document. All requests to withdraw must be submitted in writing to info@phlebotomyusa.com.

Student Rights

Phlebotomy Training Specialists affords its students the following rights:

- Access to instructors and management for any assistance
- Fair and impartial treatment
- Providing Privacy to Student records

Students' Right to Cancel

You are entitled to receive a refund of tuition paid through attendance at the first day of class, or the seventh calendar day after enrollment, whichever is later, less the \$250 registration fee. To cancel, please submit a notification in writing via email to info@phlebotomyusa.com.

Facilities and Equipment

Our schools are located at:

Citrus Heights- 8421 Auburn Blvd, Suite 161, Citrus Heights, CA 95610

Fresno- 770 East Shaw Ave, Suite 120, Fresno, CA 93710

Manteca- 1142 S. Main St. Manteca, CA 95337

Sacramento- 2804 Gateway Oaks Drive Suite 170, Sacramento, CA 95833

Santa Clara- 2370 A Walsh Ave. Santa Clara, CA 95051

El Cerrito- 707 El Cerrito Plaza, El Cerrito, CA 94530

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lighted, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists does not provide housing or transportation. Tables and chairs will be moved around and set up into draw stations that are conducive to training in the art of venipuncture.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Previous Credits

Phlebotomy Training Specialists does not grant credit to students for other programs taken in the field of Phlebotomy, Nursing Assistant Training, or any other field. This program is a stand-alone program, and no reduced tuition, nor will reduced hours of participation be given.

Transfer of Credits & State to State Transfer

The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in Phlebotomy is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

In addition, the tuition and fees paid toward this enrollment and program is only

applicable to the city and state of the original enrollment; they are not transferable. If a student moves campuses, additional program fees may be required.

Student Grievance Procedure

Should a student have a complaint with Phlebotomy Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the administrator or designee. Please submit the written request within **60 days** of the occurrence to the COO, Alexis Treu info@phlebotomyusa.com or 701-404-9434, she will assist you in resolving your concerns. She will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, Ms. Treu will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification of the resolution will be sent via email to the student within 10 days after the student meeting.
3. In her absence, you can contact the Student Service Manager at info@phlebotomyusa.com or **801-669-2056**. They will contact the student within 5 days or receive the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. The Student Services Manager will consult with the School/Company President and written notification via email of the resolution will be sent to the student within 10 days after the meeting.
4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov.

Withdrawal Policy

After the commencement of class, and within 30 days if the student quits attending class, or requests to withdraw will be refunded according to the calculation below. Insurance and Lab Supplies will be refunded based on usage (see calculation below). If more than 60% of the class has been attended, then no refund will be issued. National Exam Fees are fully refundable for students who withdraw and have

not attempted the National Exam. Textbooks once distributed to the student are not eligible for a refund.

****All requests to withdraw must be submitted in writing to
info@phlebotomyusa.com Refund Policy**

**PRO-RATA REFUND CALCULATION (used only when the student has attended
less than 60% of class):**

Amount Paid – ($\$46.25 \times \#$ of hours attended [for tuition]) + \$250 Registration Fee + \$35 Text Book + ($\$8.125 \times \#$ hours attended [for lab supplies and liability insurance])
If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If you obtain a loan to pay for the educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If you default on a federal or state loan, both the following may occur:

(1) The federal or state government or a loan guarantee agency may take action against you, including garnishing an income tax refund; and

(2) You may not be eligible for any other government financial assistance at another institution until the loan is repaid. Phlebotomy Training Specialists does not offer any distance education in Phlebotomy.

Fax - 1-385-327-2084

Email – info@phlebotomyusa.com

Mail – 1971 W 700 N, Suite 102, Lindon, UT 84042

Student Eligibility, Accommodations, and Performance Policy

Intelvio is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program.

Intelvio does not discriminate on the basis of disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal access to educational programs and activities.

Accommodations

Intelvio is committed to providing reasonable accommodations to students with disabilities to facilitate their participation in the Phlebotomy Program. Accommodations will be determined on a case-by-case basis in consultation with the student and the institution's Student Services.

Chaperones

Chaperones or personal assistants are not allowed in the Phlebotomy Program classroom to assist students during the program. All students are expected to participate independently and demonstrate proficiency.

Assessment and Reasonable Modification

Students' abilities to successfully participate in the Phlebotomy Program will be assessed based on their performance in the classroom and if applicable, the clinical settings. This includes their ability to perform blood draws safely and effectively.

Intelvio may consider reasonable modifications to accommodate students with disabilities, provided that such modifications do not fundamentally alter the essential requirements of the Phlebotomy Program or compromise patient safety.

Student Disclosures

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

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

As a prospective student, you are encouraged to review this catalog before signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you before signing an enrollment agreement.

Library

Phlebotomy Training Specialists does not have a library. All necessary materials for students to use will be online and can be found by students there. Students who do not have online access will be given paper copies upon request

Housing

Phlebotomy Training Specialists does not maintain dormitory facilities. **PTS does not have responsibility to find or assist students in locating housing.**

Distant Education

Phlebotomy Training Specialists does not offer any distance education.

2024 PHLEBOTOMY TRAINING SYLLABUS

A. PROGRAM DESCRIPTION:

The Phlebotomy program is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with health care personnel, clients, and the general public. The presentation includes equipment and additives, basic anatomy, and safe and effective venipuncture techniques. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems. This program will prepare individuals to write the Phlebotomist Certification examination.

B. METHOD OF INSTRUCTION:

The student is trained through the modules during class, obtaining that knowledge through books and hands-on training each class period. The book knowledge obtained is then applied in the hands-on training portion of the class. Theory first, and actual application of the theory follows shortly thereafter.

C. PROGRAM EXPECTATIONS / COMPETENCIES/OBJECTIVES:

Upon completion of the Phlebotomy program, students will have an opportunity to learn how to:

- a. Demonstrate knowledge, entry-level skills, and tasks associated with blood collecting and other specimen collection processes.
- b. Assist the health care team in the accurate, safe, and reliable collection and transportation of specimens for clinical laboratory analyses.
- c. Apply knowledge to basic and special laboratory procedures.
- d. Demonstrate proper infection control techniques used in specimen collection.
- e. Select appropriate equipment, methods, and reagents for the collection of

- laboratory specimens.
- f. Prepare patients and equipment for the collection of laboratory specimens.
 - g. Apply ethical, legal, and regulatory issues to the collection of laboratory specimens.
 - h. Evaluate quality control procedures and possible sources of error or inconsistencies in specimen collection.
 - i. Work cooperatively with staff members, patients, and community resource people.
 - j. Apply knowledge to create and maintain a safe working environment.
 - k. Respect patient confidentiality and maintain professional conduct in a culturally diverse environment.

Program Summary

Class 1- Phlebotomy, an Overview, Tourniquet Tying

This program is designed to provide an understanding of the venipuncture procedure in a step-by-step process. This includes the hand hygiene required, supplies needed to perform the draws, and the anatomy of the veins and location within the arm. Venipuncture problems, capillary punctures/heel sticks, special handling and procurement, and hemostasis are included in this module.

Class 2- Lab Skills Development

This class provides hands-on experience. Demonstration and practice of tourniquet tying will be performed. The steps of how to utilize a vein viewer are included. In this program first blood draws will be performed by the students with the instructor guiding them through the steps on a one-on-one basis.

Class 3- Test Tube, Panels/Profiles, Special Handling and Procurement, Bodily Fluids

The program provides students with the knowledge of the order of draw. The information covering the tubes includes the additives, the order, common tests, and the sections of the laboratory in which the tube belongs. Tests, panels, and profiles will be included. Different types of specimens will be mentioned; ABG, stool, urine, and semen. The basics of centrifuge and processing will be addressed as well as making blood smears.

Class 4- Lab Skills Development

This program is all hands-on training. Straight sticks will be performed. At least 5 dermal sticks and an introduction to the use of the butterfly needle in hand draws.

Class 5- Laboratory Sections, Anatomy and Physiology, Hemodialysis, AV Fistula and Grafts

In this class, videos will be shown covering ABGs, stool, and urine collections. This lesson will be over the basics of anatomy and physiology involving the heart and circulatory system, nervous system, muscular system, Integumentary system, and urinary system. This lesson includes infection control, blood-borne pathogens and nosocomial infections, and safety practices.

Class 6- Lab Skills Development

This program is a hands-on experience day. Additional straight stick practice, making blood smears, and butterfly practice. This program includes learning the use of a centrifuge and the transfer of samples.

Class 7- Protections and Precautions, Employment, Glossary, & Study Guide

In this module, students will learn the modes of transmission, infection control procedures, blood-borne pathogens, nosocomial infections, exposure, and the transmission of pathogens. Fire safety, types of hazards, and universal and standard precautions will be covered as well. This lesson includes ample time to cover interviewing, resume building, and types of jobs that fall under the category of phlebotomy. Quality time is spent working on a study guide over the book material.

Class 8- Lab Skills Development

This program is dedicated to a day of blood draw practice and hands-on experiences. Hands-on practice with friends and family guests. More stick practice involving straight needles and butterfly needles.

Class 9- Lab Skills Development

This class is a hands-on day that involves students trying to pass their practical exams. Students must perform 2 arm draws and 2 hand draws completely unassisted with the instructor watching to verify. In this class, students are allowed to invite friends and family to volunteer for sticking. (18 and older with a signed liability form).

Class 10- STUDY GUIDE REVIEW AND GUIDED Q&A SESSION

This program is dedicated to studying. In the class, the study guide and supplemental packet will be reviewed question by question. An open Q and A period will be conducted to allow students ample time to get clarification and understanding on anything pertaining to the book.

Topics/Units – Hours Breakdown Phlebotomist **SOC code 31-9097**

Course Titles	Lecture Hours	Lab Hours	Total Hours
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Class 1- Introduction to Phlebotomy	4	0	4
Class 2- Lab Skills Development – First Blood Draws	0	4	4
Class 3- Specimen Collection and Order of the Draw	4	0	4
Class 4- Lab Skills Development- Dermal Sticks & Butterfly Needles	0	4	4
Class 5- Lab processing and PRP	4	0	4
Class 6- Lab Skills Development- Centrifuge and Dermal Sticks	0	4	4
Class 7- Infection Control and Anatomy	4	0	4
Class 8- Lab Skills Development – Hands on Practice/Activity	0	4	4
Class 9- Practical Exam	0	4	4
Class 10- National Exam	4	0	4
Total Didactic Hours			40

Textbook

Phlebotomy Textbook

The Fundamental Guide to Phlebotomy: A competency-based approach. Edition

Number: First Edition (2022)

ISBN: 979-8-218-02579-3

Holder in Due Course Statement

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor.

(FTC Rule effective 5-14-76)

Accreditation Status

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. The school does not participate in federal or state student aid programs.

PTS students are eligible to sit for certification examinations from the relevant phlebotomy training oversight organizations (National Healthcareer Association (NHA), National Centers for Competency Testing (NCCT), and National Healthcare Certification Organization (NHCO)) and PTS training complies with the standards of all relevant phlebotomy trade associations.

This Catalog is updated on the last week of December each year.

If this catalog is requested, it will be mailed, emailed, or made available for pickup at any of our locations. It is also available on our website at www.PhlebotomyUSA.com

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ECG Course Details

Mission and Objectives

Phlebotomy Training Specialists also offers an ECG Technician Training Program. The goal is to provide ECG training by developing comprehensive, highly relevant, and frequently updated ECG training materials, and the use of state-of-the-art equipment to perform electrocardiograms on a wide variety of patients. This is done by supporting and furthering education, research, and awareness around best ECG practices. This aligns with the overall mission and objectives of PTS.

Program Description

The objective of this class is to prepare students to collect Heart Rhythms and vital signs by Electrocardiograph, aka ECG. The class is 20 hours in length and the lecture covers theory and skill description.

Lab skills and hands-on training is held after the theory is delivered in the classroom setting. Live person ECG attachment and actual in-person rhythm strips are gathered, printed, and examined as a learning activity.

We will allow all students to return, free of charge, for the life of the school once they have completed the course one time. Phlebotomy Training Specialists continually reassess and updates the curriculum to meet industry standards and safety/equipment updates. In addition, an up-to-date learning resource library is available to students during and after they attend the course.

Qualifications of Administration and Instructing Faculty

Administration

Brian Treu – Founder / CEO - *Brian is the Founder, CEO, and Owner of Phlebotomy Training Specialists. Brian and his staff are aggressively working on National expansion, opening schools next in Southern California with locations in Orange County, Los Angeles County, and San Diego County, eventually expanding into 20 hand-selected states and markets in the next 24 months. He understands blood; the systems tied thereto and got this knowledge from perfecting the extraction of blood over the last 19 years, performing in excess of 265,000 blood draws. Brian's career in medicine includes completing 255 clinical research trials in all facets of medicine, specializing in Phase I clinical trials, where drugs are first introduced into the human body. He relishes pressure and has an uncanny way of dealing with stressful situations. His specialties include Blood Banking, ICU, Emergency Room Draws, Law Enforcement, Geriatrics, and the State Prison System. His knowledge of anatomy and ability to find tough veins has made him a highly sought-after Phlebotomist by firms across the state of Utah. He has a dedicated time to learning other medical modalities such as ECG and has taught this course in other locations in the US.*

Manteca

Heather Renee Dana- *Ms. Dana received her Phlebotomy Certification in 2001, and has been in the phlebotomy field since 2007. She was in a supervisory role while she worked at Stanford Healthcare Valleycare for 10 years. She specializes in areas of microbiology and pathology.*

Citrus Heights

Marcella Marie Cobos- *Ms. Cobos has been a phlebotomist for 18 years and has worked in both outpatient and inpatient settings, with frequent trips to ER to assist in blood draws. During her time of employment, she obtained an AA and AS degree to provide opportunity for career growth.*

Sacramento

Khalid Mahmood – *Mr. Mahmood was born in Nawab shah Sindh, Pakistan. He was immigrated to the United States in 1999 after completing his formal education in medicine and surgery (MBBS). Since then, Mr. Mahmood is teaching allied health education classes in vocational schools in greater Sacramento area, currently works with Job corps Sacramento and at Shifa clinic provides phlebotomy services and training to our medical students. Mr. Mahmood participates in several professional and community organizations in addition to serving as a Community Board Member for Shifa Clinic.*

Santa Clara

Gloria J Traslavina- *Ms. Traslavina began her career in phlebotomy many years ago. She has worked every aspect of phlebotomy from NICU to geriatric. Gloria finds great satisfaction in teaching and passing on her abundance of experience.*

Contact Information

School Locations:

Manteca- 1142 S. Main St. Manteca, CA 95337

Roseville (Citrus Heights) – 8421 Auburn Blvd Suite 161, Citrus Heights, CA 95610

Sacramento- 2804 Gateway Oaks Drive Suite #170 Sacramento, CA 95833

Santa Clara- 3375 Scott Blvd Suite 436 Santa Clara, CA 95054

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Phone: **701-404-9434** Fax: **385-327-2084**

Programs/Courses Offered

1 Certificate Program

20 Hours ECG (Electrocardiogram) Technician Training

Program/Course Cost

Tuition	STRF	Registration	Supplies	Textbooks	National Exam
\$520.00	\$2.50	\$250.00 <small>(NON-REFUNDABLE AFTER 3 BUSINESS DAYS)</small>	\$152.50	\$25.00	\$45.00 <small>(paid to a third party)</small>

Total for ECG Training = \$995.00 Class

Fee Breakdown Description

Tuition \$520 - 20 hours of Didactic Training
Registration Fee \$250.00 (Non-Refundable)
Lab Supplies \$152.50
Textbooks \$25.00
National Certification Exam Fee \$45.00
Student Tuition Recovery Fund - 2.50 x each \$1000 (Non-Refundable)

Total charges for the current period of attendance are \$995. Total charges the student is obligated to pay upon registration/enrollment is \$250.

Payment Policy

Tuition for class should be paid by logging onto your student account at students.phlebotomyusa.com. \$250 minimum should be paid at the time of registration. After the initial registration fee of \$250 has been made, students can make payments in any increment until full payment is received. **Full tuition and fees are due by the halfway point of class.**

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment

extension. They will need to make a written request to payments@phlebotomyusa.com. The Director will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.

2. If a student does not contact the Director, the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment. Phlebotomy Training Specialists is not accredited through the U.S. Department of Education and therefore is not Pell Eligible. PTS does not offer financial aid or loans.

Financial Aid

Phlebotomy Training Specialists does not participate in any Federal or State Financial Aid programs. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and, if the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

Replacement Fee

A blood pressure kit is included in the cost associated with your ECG course. Students who need to purchase another blood pressure kit due to loss will be required to pay an additional \$50 for a replacement.

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF, and you are not required to pay the

STRF assessment if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd, Sacramento, CA 95834, (916) 431-6959, or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss due to the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 days before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370- 7589, option #5, or by visiting osar.bppe.ca.gov.

Financial

Phlebotomy Training Specialists does not have ANY pending petition in bankruptcy and is NOT operating as a debtor in possession. We have NOT filed a petition within the preceding five years, nor had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Class Schedule

The first date listed is the start date for that month; the last day of class is the last day listed for the corresponding month.

ECG Classes	
Monday-Friday (may adjust with holidays) 1:30pm-5:30pm	
January 22, 23, 24, 25, 26	July 22, 23, 24, 25, 26
February 15, 16, 20, 21, 22	August 15, 16, 19, 20, 21
March 18, 19, 20, 21, 22	September 23, 24, 25, 26, 27
April 22, 23, 24, 25, 26	October 21, 22, 23, 24, 25
May 13, 14, 15, 16, 17	November 18, 19, 20, 21, 22
June 10, 11, 12, 13, 14	December 16, 17, 18, 19, 20

ECG Classes	
Tuesday & Thursday (may adjust with holidays) 1:30pm-5:30pm	
January 11, 16, 18, 23, 25	July 11, 16, 18, 23, 25
February 8, 13, 15, 20, 22	August 6, 8, 13, 15, 20
March 7, 12, 14, 19, 21	September 12, 17, 19, 24, 26
April 11, 16, 18, 23, 25	October 10, 15, 17, 22, 24
May 7, 9, 14, 16, 21	November 7, 12, 14, 19, 21
June 6, 11, 13, 18, 20	December 5, 10, 12, 17, 19

ECG Classes	
Monday & Thursday (may adjust with holidays) 1:30pm-5:30pm	
January 8, 11, 18, 22, 25	July 11,15, 18, 22, 25
February 5, 8, 12, 15, 22	August 5, 8, 12, 15, 19
March 7, 11, 14, 18, 21	September 12,16, 19, 23, 26
April 11, 15, 18, 22, 25	October 7, 10, 17, 21, 24
May 6, 9, 13, 16, 20	November 4, 7, 14, 18, 21
June 6, 10, 13, 17, 20	December 5, 9, 12, 16, 19

ECG Classes	
Monday-Friday (may adjust with holidays) 6pm-10pm	
January 29, 30, 31, Feb 1, 2	June 24, 25, 26, 27, 28
Feb. 26, 27, 28, 29, Mar 1	July 29, 30, 31, Aug 1, 2
March 25, 26, 27, 28, 29	August 22, 23, 26, 27, 28
April 29, 30, May 1, 2, 3	September 30, Oct 1, 2, 3, 4
May 22, 23, 28, 29, 30	October 28, 29, 30, 31, Nov 1

Admission Application

Prospective students will need to enroll by the application deadline. The application deadline is the day before the class starts. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Late enrollments are not accepted once the course has begun, and students will be notified and given dates of upcoming classes to choose from.

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provide such as naces.org, scholar.com, or wes.org. Some employers may also require proof for employment and it will be the student’s responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance. We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email.

Although basic computer skills are not required for the program, it is highly encouraged for students to have a basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Language Proficiency

Students should read at a 9th-grade reading level to succeed in the ECG Technician Training Program. There is no assistance given during class for language barriers.

There will not be any instruction in any other language than English. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50. Please submit your score to info@phlebotomyusa.com. You can find more information and register for the TOEFL exam at this link- https://www.ets.org/toefl/ibt/about?WT.ac=toeflhome_aboutibt_180910

VISA

Phlebotomy Training Specialists does accept students from other countries but does not provide Visa services. We do not vouch for students, other than to say they are actively engaged and enrolled in the ECG Technician Training program. There is no fee for this.

Postponement of Start Date

If the course is not commenced, or the student fails to attend by the new start date, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Employment Advisory Services/Placement Assistance

Phlebotomy Training Specialists do not provide any formal placement into employment opportunities. Placement in a job is not guaranteed or promised to persons who complete the program. To that end, we do not leave the students on their own in finding employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff professional resume writers. The writers will then assist the students with

fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a *Student Helpline* where students can call with questions regarding ECG Training, the application process, help with interviewing, job sources, and ECG-related inquiries.

Attendance

Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

Time will be quantified at the educational facility electronically, and the student must attend all the time. If a student misses a portion of class after commencement, they can make it up during another afternoon ECG course. Make-up time is available by contacting Student Services at 701-404-9434.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they can return to class. Proper documentation will be required to substantiate a student's withdrawal.

All Students are required to be lucid, physically rested, and mentally prepared during the entire education process. Any student who arrives to the classroom ill-prepared, or if the instructor, upon evaluation, determines that the student is unfit for class, will be politely dismissed from that class session and instructed to return to the next session, better prepared. Students who are under the influence of alcohol, illicit drugs, or any other mind or body-altering substances cannot participate in class.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules the following month. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from two (2) or more class sessions without prior notice and authorization, enrollment will be dropped.

Students Achievement

Student progression will be tracked throughout the class by assessments, and a final exam will be administered. Students must pass all modules with at least a 70% to continue and stay on track for graduation.

Progress Policy

The course is not graded. It is a **pass / fail course**. As the course progresses, the instructor(s) will give assessments in each section and will observe the hands-on skills of the students to determine whether each student is keeping up with the rest of the class. Remedial training is provided if it is found a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Furthermore, students can also attend month after month, if they feel they need subsequent training. Students must pass 70% of modules, to continue to progress, and to stay on track for graduation.

Grading System

Class 1	Introduction to ECG	Pass / Fail
Class 2	Anatomy & Electrode Placement	Pass / Fail
Class 3	Waveforms & Additional Practice	Pass / Fail
Class 4	Holter Monitors/ Family & Friends	Pass / Fail
Class 5	Practical & National Exam	Pass / Fail

Graduation and Certificate of Training Requirements

Certificates of Training will ONLY be awarded to students at the last class who have accomplished the following:

- Passing Scores in Didactic Coursework
- Passing Scores in Lab Coursework
- Meet full attendance requirement
- Completed Student File / Paperwork
- No outstanding payment obligations

Students complete a final practical exam of ECG skills during the last scheduled day of the course. The practical exam will test lead placement, rhythm capture, and recognition of rhythm points. Students must pass a proctored written exam provided by the NHCO.

We do not mail original copies of the Certificate of Training. If the student would like one sent to them, they can have one printed and mailed directly from our Corporate Offices for a fee of \$20.00. Please log on to the student portal to request and pay for the printed and mailed Certificate. If the student notices any mistakes on their Certificate, please email documents@phlebotomyusa.com.

Students who complete the ECG Technician Training course and pass the exam administered by the National Healthcare Certification Organization will be eligible for employment in all states.

Exam and Learning Resource Information

Phlebotomy Training Specialists proctor the National Healthcare Certification Organization (NHCO) Exam. The NHCO can be contacted at 866-856-6082. This examination, when successfully passed, grants a National Certification. This certification must be renewed every two years. Renewal information can be found at healthcarecertifications.com.

The NHCO Exam is a separate fee of \$45. The exam will be given at our facility on the last day of class. If the student chooses NOT to take the NHCO exam, they will still receive a certificate of completion from our school.

Phlebotomy Training Specialists uses a training system in which they provide students with all of the resources they need to complete class and attain the knowledge to prepare for and pass the certification exam. This is similar if not identical to how most ECG Technician Training programs operate.

Our system coupled with our practiced exams and quizzes have proven to be sufficient in their entirety for students to be successful in their ECG Technician Training.

To further add to our student's success, we have compiled a learning resource library that students can refer to that uses information directly from the source. This learning resource library is available to all students, current and graduated

to keep up to date as the source material is updated.

The learning resource library is available from the student account and can be accessed at anytime from anywhere, and better yet does not require multiple people to handle the learning resource like a hard copy book library, requiring decontamination between readers.

With the resources available in an electronic format, the same resource is available to all students, and no one is left waiting for a return of the resource, nor waiting until the next classroom visit to use the resource.

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Dress Code

Scrubs are not required, only suggested. Casual attire will suffice. Closed-toed shoes are mandatory, no sandals or open-toed shoes. On lab days, a button-front shirt, a metal-free, low-cut sports bra is the required Dress Code, if applicable.

Leave of Absence

Due to the short period of time required to complete the program, Phlebotomy Training Specialists will not grant students a Leave of Absence. In the case of a prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical, the student will be required to withdraw from the program. The school will process an appropriate refund in accordance with the Refund Policy.

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the

percentage of class attended. The last session of attendance will be the date of dismissal. Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserve the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors that are unacceptable in the classroom setting. These examples of impermissible behavior described below are not intended to be an all-inclusive list. Phlebotomy Training Specialists managers have full discretion and any violation of the policies or conduct considered inappropriate or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

1. Language / Interpersonal Conduct

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. Conduct

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. Safety

- a. Failing to abide by safety rules and policies
- b. Refusing to follow the instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. Mental/Physical State

- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance.

5. Automatic Dismissal

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted

- on-premises.
- d. Theft
- e. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, an Phlebotomy Training Specialists staff member will issue a verbal AND written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the "Automatic Dismissal" section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists' final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting the COO, Alexis Treu, and discussing with her on an individual basis, our expected classroom etiquette.

Warnings & Suspension

Students will be given written warnings when it comes to their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, they will be written up by their instructor.

Three times being written up will result in suspension from the class. If the student chooses to withdraw from the class AFTER their suspension from the class, the student's tuition will be refunded based on the last day attended and will be based on the refund policy contained herein.

When suspended from a class, a student may not re-enter the class in which they were enrolled, until the start of the next month, they can however attend any other class, such as the evening or weekend class if they were in the day class. If they wish to re-enter at the same time of class as they were originally enrolled, they must wait until the start of the next class, the next month.

Re-entry / Readmission

Upon infraction of one of the above expectations, an Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a

request to the ECG corporate offices. ECG Corporate offices will take 48 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the “Automatic Dismissal” section will be subject to automatic dismissal.

Permanent Termination from the program negates that student from re-admission to the program forever.

Student Probation

Phlebotomy Training Specialists do not put students on probation.

Facilities and Equipment

Our schools are located at:

School Address-

Manteca- 1142 S. Main St. Manteca, CA 95337

Roseville (Citrus Heights) – 8421 Auburn Blvd Suite 161, Citrus Heights, CA 95610

Sacramento- 2804 Gateway Oaks Drive Suite #170 Sacramento, CA 95833

Santa Clara- 3375 Scott Blvd Suite 436 Santa Clara, CA 95054

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lit, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists does not provide housing or transportation.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Educational Services

The class is 20 hours in length, offered in the afternoon. There is no distance education for this class. All the instruction is classroom instruction, and there are no

additional fees to make up classes because we allow all students to return to the class free of charge once they have completed the class one time.

Phlebotomy Training Specialists continually changes its curriculum to meet industry standards and safety/equipment updates.

Previous Credits

Phlebotomy Training Specialists does not grant credit to students for other courses taken in the field of Phlebotomy, Nursing Assistant Training, or any other field. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of participation be given.

Transfer of Credits

The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in the Phlebotomy Technician Training course is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

Student Grievance Procedure

Should a student have a complaint with Phlebotomy Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the administrator or designee. Please submit the written request within **60 days** of the occurrence to the COO, Alexis Treu- alexis@phlebotomyusa.com or 701-404-9434. She will then assist you in resolving your concerns. She will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, she will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification of the resolution will be sent via email to the student within 10 days after the student meeting.
3. In her absence, you can contact the Student Service Manager at info@phlebotomyusa.com or **801-669-2056**. They will contact the student within 5 days or receive the complaint via email or phone to set up a

meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. The Student Services Manager will consult with the School/Company President and written notification via email of the resolution will be sent to the student within 10 days after the meeting.

4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov.

Refund Policy

After the commencement of class, and within 30 days if the student quits attending class, or requests to withdraw will be refunded according to the calculation below. Lab Supplies will be refunded based on usage (see calculation below). If more than 60% of the class has been attended, then no refund will be issued. National Exam Fees are fully refundable for students who withdraw and have not attempted the National Exam. Textbooks once distributed to the student are not eligible for a refund.

****All requests to withdraw must be submitted in writing to
info@phlebotomyusa.com Refund Policy**

PRO-RATA REFUND CALCULATION (used only when the student has attended less than 60% of class):

Amount Paid – ($\$26.25 \times \#$ of hours attended [for tuition]) + \$250 Registration Fee + \$25 Text Book + ($\$7.50 \times \#$ hours attended [for lab supplies])

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If you obtain a loan to pay for the educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If you default on a federal or state loan, both the following may occur:

(1) The federal or state government or a loan guarantee agency may take action against you, including garnishing an income tax refund; and

(2) You may not be eligible for any other government financial assistance at another institution until the loan is repaid. Phlebotomy Training Specialists does not offer any distance education for this course.

Fax - 1-385-327-2084

Email – info@phlebotomyusa.com

Mail – 1971 W 700 N, Suite 102, Lindon, UT 84042

Refunds will only be issued back to the original card used in the transaction. If the card is no longer active, we can send a check which will require a 3% processing fee, and can only be issued to the original card holder. In the case that a student quits attending class, OR requests a refund after the “three-business-day-cooling-off-period”, but within 30 days we will refund based on the following attendance schedule. After 30 days, NO REFUNDS will be given.

**All requests to withdraw must be submitted in writing to payments@phlebotomyusa.com.

Student Disclosures

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

As a prospective student, you are encouraged to review this catalog before signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you before signing an enrollment agreement.

Student Eligibility, Accommodations, and Performance Policy

Phlebotomy Training Specialists is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program.

Phlebotomy Training Specialists does not discriminate on the basis of disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal

Accommodations

Phlebotomy Training Specialists is committed to providing reasonable accommodations to students with disabilities to facilitate their participation in the ECG Technician Training Program. Accommodations will be determined on a case-by-case basis in consultation with the student and the institution's Student Services.

Chaperones

Chaperones or personal assistants are not allowed in the ECG Technician Training classroom to assist students during the course. All students are expected to participate independently and demonstrate proficiency.

Assessment and Reasonable Modification

Students' abilities to successfully participate in the ECG Technician Training Program will be assessed based on their performance in the classroom. This includes their ability to perform the duties of an ECG Technician effectively. Phlebotomy Training Specialists may consider reasonable modifications to accommodate students with disabilities, provided that such modifications do not fundamentally alter the essential requirements of their course or compromise patient safety.

Library

The learning resource library is available from the student account, and can be accessed at anytime from anywhere. This learning resource library is available to all students, current and graduated to keep up to date as the source material is updated.

Housing

Phlebotomy Training Specialists does not maintain dormitory facilities. **The school does not have responsibility to find or assist students in locating housing.**

Distant Education

Phlebotomy Training Specialists does not offer any distance education for this course.

Course Description:

The objective of this class is to prepare students to collect heart rhythms and vital signs by Electrocardiograph (ECG). The class is 20 hours in length. Lab skills and hands-on training is held after the didactic portion is delivered. Live person ECG attachment and actual in-person rhythm strips are gathered, printed, and examined as part of the course in order to gauge student proficiency.

2024 ECG Technician Syllabus **SOC code: 29-2031**

Course Description:

The objective of this class is to prepare students to collect heart rhythms and vital signs by Electrocardiograph (ECG). The class is 20 hours in length. Lab skills and hands-on training is held after the didactic portion is delivered. Live person ECG

attachment and actual in-person rhythm strips are gathered, printed, and examined as part of the course to gauge student proficiency.

ECG	Pages Video	Hours		Competencies	Assessment
		Didactic	Lab		
<u>Class One</u> <u>Introduction to ECG</u> Section One - Two: Pages 1 - 12 Section Three - Five: Pages 13-18 Section Six: Pages 19-21 Section Sixteen: Page 57		Total Hours 2.6	Total Hours 1.4		Self-Evaluate with review questions at home
Electronic Paperwork / Classroom Rules / Introductions	n/a	30 min	n/a	n/a	n/a
Sections One - Two The Duties of an ECG Technician	Pages 1 - 12, 57	30 min	n/a	Students will learn the basic duties of an ECG technician.	Quiz Visual
Sections Three - Five About the ECG	Pages 13 - 18	30 min	n/a	Student will learn ECG basic operation including Leads and Rhythm recognition	Quiz Visual
Break	n/a	15 min	n/a	n/a	n/a
Section Six Vital Signs	Pages 19 - 21	35 min	n/a	Students will define what are the body's vital signs.	Quiz Visual
Hands-On Time Vital Signs	n/a	n/a	25 min	Students will practice taking vital signs	Participation
Demonstration & Practice SPO2	n/a	n/a	45 min	Students will learn how to read the percentage of oxygen inside one's blood.	Demonstration Participation
Professionalism, Privacy, and Expectations Discussions	n/a	n/a	15 min	Students and instructors will discuss professionalism, privacy, and expectations.	Participation
Clean-up	n/a	15min	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 1 – Introduction to ECG

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Evening or Afternoon

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course consists of lecture instruction. Instructional strategies include lecture, demonstration, discussion, and presentations.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Demonstrate the proper technique when taking a patient's full vitals.
2. Understand the basic duties and responsibilities of an ECG technician.
3. Identify what are vital signs including; blood pressure, pulse, respirations, temperature, and pulse oximeter
4. Identify how to read the percentage of oxygen in someone's blood using a SPO2 test

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 1 – Introduction to ECG

Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

ECG	Pages Video	Hours		Competen cies	Assessment
		Didactic	Lab		
<p><u>Class Two</u> <u>ECG Anatomy & Electrode Placement</u> Section Seven-Eight: Pages 22-26 Section Nine-Ten: Pages 29-32</p>		Total Hours 2.1	Total Hours 1.9		

Welcome & Attendance	n/a	10 min	n/a	n/a	n/a
Review Class #1	n/a	10 min	n/a	Student will recall the 1st class with the instructor	Visual
Sections Seven-Eight Anatomy of the Heart	Pages 22-26	40 min	n/a	Students will understand the energy pathways of the heart.	Visual
Sections Nine-Ten The Rhythm Strip	Pages 29-32	30 min	n/a	The students will be able to define what is a heart rhythm.	Visual
BREAK	n/a	15 min	n/a	n/a	n/a
Electrode Placement	n/a	n/a	30 min	Students will learn the purpose and technique behind Electrode Placement	Participation
Demonstration Electrode Placement	n/a	n/a	25 min	Students will observe the demonstration	Demonstration
Hands-On Time Electrode Placement	n/a	n/a	60 min	Students will practice placing electrodes.	Participation
Clean-up	n/a	20 min	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 2 – Anatomy & Electrode Placement

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Evening or Afternoon

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course combines oral evaluation and written exam.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Define and understand the different details an ECG can give.
2. Demonstrate comprehension of the purpose of electrode placement
3. Demonstrate comprehension of the technique for electrode placement

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 2 – Anatomy & Electrode Placement

Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

ECG	Pages Video	Hours		Competencies	Assessment
		Didactic	Lab		
Class Three Waveforms & Additional Practice Section Eleven-Twelve: Pages 35-41 Section Thirteen-Fourteen: Pages 43-49		Total Hours 1.75	Total Hours 2.25		Self-Evaluate with review questions at home
Welcome and Attendance		10 min	n/a	n/a	n/a
Class #2 Review <i>Leads</i>	Pages 35-41	50 min	n/a	Students will differentiate between bipolar and unipolar leads.	Quiz Visual
Sections Thirteen - Fourteen <i>Waveforms</i>	Pages 43-49	30 min	n/a	Students will learn to identify problems from the waveforms on the ECG.	Quiz Visual

BREAK	n/a	15 min	n/a	n/a	n/a
ECG Practice	n/a	n/a	75 min	Students will practice what they have learned up to this point.	Practice
Vital Signs Practice	n/a	n/a	45 min	Students will continue to practice taking vital signs.	Practice
Clean-up	n/a	n/a	15 min	n/a	n/a

CLASS/MODULE TITLE: Class 3 – Waveforms & Additional Practice

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Afternoon or Evening

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course consists of lecture instruction. Instructional strategies include lecture, demonstration, discussion, and presentations.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Differentiate between bipolar and unipolar leads
2. Take a patient's vital sign with continued improvement.
3. Identify the types of problems waveforms can produce on the ECG.

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 3 – Waveforms & Additional ECG Practice Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be

required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

ECG	Pages Video	Hours		Competencies	Assessment
		Didactic	Lab		
Class Four Holter Monitors/Friends & Family Section Fifteen - Pages 51-55 Section Sixteen - Pages 57-59		Total Hours 2.25	Total Hours 1.75		
Welcome and Attendance	n/a	10 min	n/a	n/a	n/a
ECG Class #3 Review <i>Disorders & Emergencies</i>	Pages 51-55	50 min	n/a	Students will learn how to recognize cardiac emergencies on the ECG	Visual
Section Sixteen <i>Holter Monitors</i>	Pages 57-59	30 min	n/a	Students will learn how to correctly operate the Holter Monitor.	Visual
BREAK	n/a	15 min	n/a	n/a	n/a
Hands-On Time ECG Practice	n/a	n/a	75 min	Students will continue practice taking an ECG	Practical
Hands-On Time Vital Signs Practice	n/a	n/a	30 min	Students will continue practice taking Vitals Signs	Practical
Clean-up	n/a	30 min	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 4 – Holter Monitors/Friends & Family

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Afternoon or Evening

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course consists of lecture instruction. Instructional strategies include lecture, demonstration, discussion, and presentations.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Recognize cardiac emergencies on the ECG.
2. Explain the duties and responsibilities of an ECG technician.
3. Demonstrate care and maintenance of equipment when taking patient's vitals.

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class 4 – Holter Monitors/Friends & Family Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

<u>ECG</u>		<u>Pages</u> <u>Video</u>	<u>Hours</u>		<u>Competencies</u>	<u>Assessment</u>
			<u>Didactic</u>	<u>Lab</u>		

Class Five ECG Practical & National Exam ASSESSMENTS		n/a	Total Hours 4		
Welcome and Attendance	n/a	n/a	10 min	n/a	n/a
ECG Practical Exam Student Vitals Demonstration and Sign-Off	n/a	n/a	40 min	Students will demonstrate how to take a patient's vitals as part of their practical exam.	Exam
ECG Practical Exam Student ECG Demonstration and Sign - Off	n/a	n/a	85 min	Students will demonstrate how to perform an ECG as part of their practical exam.	Exam
BREAK	n/a	n/a	n/a	n/a	n/a
Written Exam	n/a	n/a	90 min	Students will take the written ECG National Exam	Exam
Clean-up	n/a	n/a	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 5 – ECG Practical & Written Exam

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Afternoon or Evening

COURSE/MODULE LENGTH: 4 Classroom Hours

INSTRUCTIONAL STRATEGIES: This course combines oral evaluation and written exam.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Complete the ECG practical skills.
2. Complete the written exam.

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is

found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 5 – ECG Practical and Written Exam

Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

Textbook

NHCO-National Healthcare Certification Organization
The Fundamental Guide to Electrocardiograms; A competency-based approach.
Edition Number: First Edition/Entry Level Technician
ISBN: 979-8-218-12499-1

Holder in Due Course Statement

*Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor.
(FTC Rule effective 5-14-76).*

Accreditation Status

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. The School does not participate in federal or state student aid programs.

Intelvio, LLC d/b/a Phlebotomy Training Specialists, students are eligible to sit for certification examinations from the relevant training oversight organizations (National Healthcareer Certification Organization).

This Catalog is updated on the last week of December each year.

If this catalog is requested, it will be mailed, emailed, or made available for pickup at any of our locations. It is also available on our website at www.PhlebotomyUSA.com

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Southern California Course Catalog

17510 Pioneer Blvd Suite 223 Artesia, CA 90701

4560 California Ave Suite 205 Bakersfield, CA 93309

222 W Eulalia Street, 1st Floor Suite 120, Glendale, CA 91204

9221 Venice Blvd. Los Angeles, CA 90034

1200 Wilshire Blvd. Suite #620 Los Angeles, CA 90017

27285 Las Ramblas Suite 245 Mission Viejo, CA 92691

22 W 35th St. Suite #104A National City, CA 91950

3602 Inland Empire Boulevard, Building B, Suite 100 Ontario, CA 91764

1701 Pacific Ave. Suite 160, Oxnard, CA 9303

44100 Monterey Ave. Suite 208, Palm Desert, CA 92260

3610 Central Avenue Ste. 201 Riverside, CA 92506

29645 Rancho California Rd., 2nd Floor Suite 234 Temecula, CA 92591

350 Crenshaw Blvd., Suite A 101, Torrance, CA 90503

1450 North Tustin Ave Suite 202 Santa Ana, CA 92705

1845 Business Center Drive Suite 108 San Bernardino, CA 92408

4550 Kearny Villa Rd, Suite 105, San Diego, CA 92123

16519 Victor Street Suite 323 Victorville, CA 92395

16340 Roscoe Blvd, Suite 120 Van Nuys, CA 91406

933 S. Sunset Avenue #201 West Covina, CA 91790

9141 Bolsa Ave Suite 304 Westminster, CA 92683

Jan 1st 2024 to Dec 31st 2024

(edit July 2024)

www.PhlebotomyUSA.com

info@phlebotomyusa.com

701-404-9434

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(CPT-1) Certified Phlebotomy Technician Program

Course Catalog

Introduction

Phlebotomy Training Specialists (hereinafter referred to as PTS) offers Phlebotomy Training and Certification for students and is staffed with qualified, approved, instructors. Brian Treu is the Chief Executive Officer (hereinafter referred to as CEO) of PTS. Mr. Treu has been drawing blood for 23 years and has completed over 300,000 blood draws during his career. He serves as a subject matter expert for many certification agencies. His career in medicine includes completing 255 clinical research trials in Phases I-IV in all facets of medicine, specializing in Phase I clinical trials. Mr. Treu loves pressure and has an uncanny way of dealing with stressful situations. He has traveled the world performing venipuncture on patients on all 7 continents.

Alexis Treu is the Chief Operations Officer (hereinafter referred to as COO) of PTS. Ms. Treu has broad experience as the Chief Operating Officer level, having served in this capacity since 2017. Her extensive understanding of career school operational functions, as well as that of diverse and complicated state licensure requirements enables her to ensure full program compliance across the country.

David Roberts is the Chief Financial Officer (hereinafter referred to as CFO). Mr. Roberts's responsibilities are to ensure the company is operating in Generally Accepted Accounting Principles (GAAP) manner. He coordinates and manages all finance functions within the company; and, manages operational and investor relationships to ensure the company is operating in a legal and ethical manner. Mr. Roberts has an extensive background in supporting companies through post-sale transactions ensuring smooth and efficient operations. He has been a CFO for 10 years. Before his CFO duties, he has held numerous senior-level positions in both financial planning and analysis (FP&A) roles and in back-office controllership roles. He has an undergraduate degree in finance and a Master's in Business Administration (Finance) from the University of Utah.

Dina Said Dwyer fills the role of Acting Chair of PTS and is the CEO and President of Eden PTS Holdco LLC. Ms. Dwyer has spent over 20 years in the private equity industry. Prior to founding Eden Capital, she served as a Managing Director at Unifund SA, as an Analyst at the Blackstone Group in New York, and trained at the Carlyle Group in London. She currently sits on the Board of Directors of Wall Street Prep, Etcetera, and White Cup. Ms. Dwyer is a graduate of the Wharton School of the University of Pennsylvania and received her MBA at the Columbia Business School.

School History

Phlebotomy Training Specialists (hereinafter referred to as the school) offers Phlebotomy Training for students and is staffed with qualified instructors. Mr. Treu recognized a need in the phlebotomy industry for hands-on training, so he founded Phlebotomy Training Specialists and created a program to combine a system that consists of both practical and didactic learning. Students can leave the program feeling confident in their ability to enter the workforce as a phlebotomist. Since Phlebotomy Training Specialists inaugural class in 1993, the company has had over 87,000 graduates. Today Phlebotomy Training Specialists is one of the largest stand-alone phlebotomy training schools.

Mission and Objectives

Our mission is to increase the quality of the patient experience in the laboratory setting by delivering & implementing standardized, and consistently updated, training methodologies to students before their entrance into the clinical setting through our network of training facilities, which use the latest training paradigms and state of the art equipment.

Our objective is to turn out high-quality, well-trained, competent phlebotomists who can use their skills to benefit patients and employers.

Our current program meets the stated purpose above through a rigorous academic curriculum and hands-on training. Our program equips students with the knowledge, technical proficiency, and foundation needed to excel. By preparing our students to provide safe, accurate, and compassionate blood collection draws, the program fulfills our mission.

Program Description

The National Phlebotomy Certification Program through Phlebotomy Training Specialists is a 40-hour program in which students will learn the art of venipuncture. Students will learn both didactically and hands-on during the class. We will cover anatomy, physiology of blood, equipment, venesection, lab processing, special specimen procurement, OSHA, CLIA regulations, centrifuging, microscope use, capillary punctures, etc. Students are required to complete 40 full hours of Phlebotomy instruction during class, after which they must participate in a 40-hour externship opportunity. They are required to complete 80 hours of Phlebotomy Class and Externship course work to graduate from the program. They will also be required to pass 12-chapter quizzes and score at least 80% on a practice exam.

Licensure

Upon completion of the aforementioned items, a student can then apply to the Department of Laboratory Field Services for licensure as a CPT1. Completion of this program and requirements along with the Licensure will qualify you to work as a Phlebotomist SOC code 31-9097. *To be eligible for employment after you receive your licensure, you must have an SSN*

To qualify for the California State Phlebotomy License as a CPT1, you must complete the following, in addition to the 80-hour Phlebotomy Training Program with Phlebotomy Training Specialists.

- Provide a High School Diploma or its equivalent (GED).
- Complete 40 hours of Phlebotomy Instruction from Phlebotomy Training Specialists
- Complete 40 hours of Practical Instruction from during which time the student must complete 10 skin punctures and 50 venipunctures in the clinical setting.
- Have an SSN or ITIN.

Phlebotomy Training Specialists and their Phlebotomy Certification and Licensing program have not entered into any articulation agreements with other educational institutions in which they accept credits earned at other educational institutions. Also, we do not offer an Ability to Benefit exam.

Administration

Brian Treu - CEO & Owner
Alexis Treu - COO
David Roberts - CFO
Monica Sanborn - State Licensing Administrator
Heidi Samani- Director of Student Services
Ericha Dick- Directors of Training

Instructors / Qualifications

Brian Treu – Founder / CEO - *Brian is the Founder, CEO, and Owner of Phlebotomy Training Specialists. Brian and his staff are aggressively working on National expansion, opening schools next in Southern California with locations in Orange County, Los Angeles County, and San Diego County, eventually expanding into 20 hand-selected states and markets in the next 24 months. He understands blood; the systems tied thereto and got this knowledge from perfecting the extraction of blood over the last 19*

years, performing more than 265,000 blood draws. Brian's career in medicine includes completing 255 clinical research trials in all facets of medicine, specializing in Phase I clinical trials, where drugs are first introduced into the human body. He relishes pressure and has an uncanny way of dealing with stressful situations. His specialties include Blood Banking, ICU, Emergency Room Draws, Law Enforcement, Geriatrics, and the State Prison System. His knowledge of anatomy and ability to find tough veins has made him a highly sought-after Phlebotomist by firms across the state of Utah. He has a dedicated understanding that to learn Phlebotomy, you Must have the option to perform A LOT of courses, and with him on the staff of Phlebotomy Training Specialists, you are guaranteed to get the experience AND sticks you need to be an incredible Phlebotomist. Brian has been training in Phlebotomy for nearly 20 years, and his school Phlebotomy Training Specialists has turned out over 50,000 Phlebotomists in that time, making it one of the most successful Phlebotomy Schools in the World.

Gianina Ludusan RN, BSN, PHN – Program Coordinator - Gianina is a Bachelor prepared Registered Nurse born and raised in Romania. She currently works in the Emergency Room in Huntington Beach, CA. She has previous experience in home health as an RN, alternative medicine nursing, correctional nursing, and teaching. Gianina is passionate about the cardiovascular system and loves everything about intravenous therapies. Gianina went to Cypress College in California for her ADN and to West Coast University for my BSN.

Artesia

Reyna Acosta- Ms. Acosta has drawn on over 11,000+ individuals, making the knowledge she has an asset to the classroom. She has worked with patients from all walks of life and age groups. She has prior teaching experience as well. Ms. Acosta has an extensive amount of work history at some of the top-rated hospitals & medical organizations.

Audrey Rico-Maldonado- Ms. Rico-Maldonado is a well experienced Phlebotomist/ Lab assistant of 32 years of experience. She has strong clinical & people skills. She is exceptional & specializes in infant & hard draws. Ms. Rico with all her experience has attained effective communicative & leadership skills and has helped many of her coworkers/patients.

Bakersfield

Glenda Lugo - Ms. Lugo first got into the health field by inquiring a license as a Certified Nurse Assistant. Shortly after she was interested in Phlebotomy and has been in the laboratory field since 2008. Glenda has also received her CPA Certification. She has worked in a hospital, Patient Service Centers, and Clinics.

Camarillo

Anai Valdes Arellano- Ms. Arellano began her phlebotomy career in 2017 for a local lab, and she quickly realized the lab was her passion. She has worked in both the inpatient centers and the outpatient clinics. Her passion for the laboratory field is more than just phlebotomy, as Ms. Arellano is currently studying to become a clinical laboratory

scientist.

Ivy Elaine Sepulveda- Ms. Sepulveda has been working in the field of phlebotomy since 2016. She has held positions at Labcorp and Quest Diagnostics. She currently, along with instructing, works as an IV Nurse.

Maria Isabel Suarez- Ms. is a life long resident of Ventura County. She started her Phlebotomy career in 201. She is certified through the California Department of Public Health. She has worked at Quest Diagnostics since the beginning of her Phlebotomy career 13 years ago.

Sarah Huynh Davis- Ms. Davis has been a phlebotomist since 2009 and has worked as a Mobile Phlebotomist and an on-site phlebotomist at Community Memorial Hospital. Predominately her time has been spent at Pacific Diagnostic Laboratories. Ms. Davis has been a part of the Cottage Health System for 10 years and continues to be apart of it till this day.

Glendale

Kellie Nicolle Ortiz- Ms. Ortiz was certified as a phlebotomist in 2018 through the Clinical Training Institute in Lancaster, California. Since then, she has worked in hospitals and donation centers as well as outpatient and urgent care locations.

Samantha M Adams- Ms. Adams' real passion was found while working as a medical Assistant back in 2003 where she learned how to draw blood. Fast forwarding to 2012, she decided to become a phlebotomist full time and enrolled in Boston Reed College and was certified as a CPT1 and BLS trained CPR. Ms. Adams has worked in outpatient clinical settings for 10 years and during that time has found a true passion for the art of phlebotomy and patient care.

Los Angeles (Culver City)

Sherry L Scott- Ms. Scott started her career in phlebotomy in 1983 and has had a multitude of jobs that allowed her to gain clinical expertise in phlebotomy. Her favorite clinical field in phlebotomy is research. Ms. Scott has a bachelor's degree in Healthcare Administration from University of Phoenix.

Doug Calderon- Mr. Calderon has 18 years of experience in phlebotomy. At the young age of 18, Mr. Calderon became a mobile phlebotomist. His passion for phlebotomy grew so much that in 2005 he became a phlebotomy Proctor/ Instructor. Mr. Calderon is certified by NCCT as a licensed CPT2 phlebotomist. He continues to work as a CPT2 technician performing essential duties in all areas of convalescent care.

Los Angeles

Daniel Reyes- Mr. Reyes has been working in the Medical Field for over 20 years, filling in many leadership roles. He spent nine years working as a Lead Medical Technician at the

West Los Angeles VA Medical Center, and currently works as a Surgery Technician at Providence Saint John's Health Center.

Doug Calderon- *Mr. Calderon has 18 years of experience in phlebotomy. At the young age of 18, Mr. Calderon became a mobile phlebotomist. His passion for phlebotomy grew so much that in 2005 he became a phlebotomy Proctor/ Instructor. Mr. Calderon is certified by NCCT as a licensed CPT2 phlebotomist. He continues to work as a CPT2 technician performing essential duties in all areas of convalescent care.*

Michael Castillo- *Mr. Castillo started his phlebotomy career in 2014 and is certified through the California Department of Public Health. He also has a BLS Certification. Mr. Castillo has worked as a mobile phlebotomist, in a doctor's office doing many things like toxicology and blood work, in outpatient labs, in urgent care, and LabCorp. He currently works at the Tier 1,2,3, trauma and stroke hospital, St Francis Medical Center.*

Mission Viejo

Elia Olague- *Ms. Olague was certified as a phlebotomist in 2000 and has experience in hospitals, outpatient, mobile service, geriatrics, pediatrics, and everything in between. Ms. Olague has helped open laboratories from the ground up and is knowledgeable in all medical office aspects, such as billing and coding, the front desk, great customer service, and, of course, phlebotomy. Ms. Olague also has experience running test, running operations, quality control, and diagnostics of laboratory machines and equipment.*

Malee Torres- *Malee Torres has excellent phlebotomy skills of patients of all ages. Has experience in leadership and training students in phlebotomy. Can create an enthusiastic, calm, positive, and informative work environment, and trainings. Would draw 60 minimum patient blood draws a day in a high flow work environment.*

National City

David Cato - *Mr. Cato has worked as a phlebotomist for over 10 years. He has worked with several law enforcement agencies and has experience drawing on many patients and ages. He also earned his ECG certification.*

Gina Calvillo - *Ms. Calvillo has over 18 years of experience in the medical field. She is proficient with numerous paramedical exams including urine specimen collection, blood draws, and blood cultures. She is expert with medical terminology. She has several years of teaching prospective phlebotomists, beginning her teaching career in 2004.*

Frances C Johnlouis - *Ms. Johnlouis started her career in 2006. She has worn many hats over the years, working from private practice, Quest Diagnostics, Sharp Chula Vista to present job which in a RJD state prison. All of these jobs have prepared her for all types of patients.*

Ontario

Rechelle Marie Torres - *Ms. Torres entered the medical field in 2001 as a Medical*

Assistant and shortly realized after that her calling was Phlebotomy. Ms. Torres received her certification through US Colleges in Montclair, CA. Ms. Torres loves this field and is excited to pursue more opportunities with her passion. She has knowledge with all kinds of patients, she has worked for several hospitals, Reference Labs, Mobile services and psych facilities.

Palm Desert

Lydia Kathleen Lund - *Ms. Lund is certified through the California Department of Public health and has worked primarily with geriatric patients. She has been an on-site phlebotomist at Loma Linda Veterans Clinic since 2007, and takes a leadership position in training new phlebotomists.*

Rachell Allison Quinones - *Ms. Quinones began her medical career in 1997, becoming a phlebotomist in 2006. She has worked in many settings including mobile phlebotomy, blood bank, apheresis, law enforcement medical, outpatient laboratory services and much more as both a technician and a supervisor. She has worked in fast paced, high volume, detailed orientated, patient customer service settings and has loved the career opportunities and challenges being a phlebotomist has provided.*

Riverside

Valerie Snow – *Ms. Snow has been a phlebotomist since 2008. She has worked for hospitals, primary care clinics, and labs, and has performed hundreds of draws. She has worked with patients of many health concerns and has experience in specimen handling, and in the laboratory environment.*

Annette Lopez - *Ms. Lopez has been in the medical industry since 2006 and began her career in phlebotomy in 2007. She has experience in many different clinical settings ranging from hospitals, VA clinics, Dr. offices, and outpatient laboratories working with patients of all ages.*

Rodolfo Mozqueda - *Mr. Mozqueda was certified in phlebotomy back in 2012. Since then he has worked as a Lead Phlebotomist and Travel Phlebotomist. He began to further his medical career and completed a Respiratory Practitioners program and is now looking forward in passing the NBRC National test as well as the clinical simulations test.*

Temecula

Candice Ramirez - *Ms. Ramirez has been a phlebotomist for 7 years. She gained her experience working inpatient at a level one trauma hospital in Utah as a team lead and a mentor. She is proficient in all forms of venipuncture, capillary puncture, and special collections. She has experience in collection of blood specimens from newborn to geriatric patients in a hospital setting as well as clinic settings.*

Torrance

Samantha M Adams - Ms. Adams' real passion was found while working as a medical Assistant back in 2003 where she learned how to draw blood. In 2012, she decided to become a phlebotomist full time and enrolled in Boston Reed College and was certified as a CPT1 and BLS trained CPR. Ms. Adams has worked in outpatient clinical settings for 10 years and during that time has found a true passion for the art of phlebotomy and patient care.

Santa Ana

Amorette N Rodriguez - Ms. Rodriguez started her healthcare journey as a CNA/Home health aide working at several Long Term Assisted living/Retirement Homes. After six years she wanted a career change to learn and develop more skills within the medical field and decided to explore other options that offered room to grow, encouraged higher learning and flexibility in a work environment. She completed her phlebotomy certificate through Boston Reed and started working as a phlebotomist at Long Beach Memorial Hospital and several outpatient clinics within the organization as a float where she gained knowledge and developed most of her phlebotomy skills. She left the organization for a short time to pursue other opportunities within the healthcare system and began working with TBI and Spinal injured patients where she completed her Activities Director Certificate as well as gaining Chemical Dependency Counseling Certificate.

Glenda C Vilalobos- As a phlebotomist with 17 years of experience, Ms. Villalobos has produced great results as a successful phlebotomist. Her mother inspired her to grasp to pursue the medical field as a career. She has worked with all kinds of patients, and she enjoyed every single one of them listening to their experiences and stories. She has the passion for teaching the new workforce and instructing them to the right path for a better success on the field they have chosen as a phlebotomist.

Patricia King- Ms. King has worked full time at University of California San Diego for over 12 years. She thoroughly enjoyed her career at UCSD as a Clinical Research Coordinator, leaving behind great work memories and remembering her highly respected mentors that will last her a lifetime. Moving forward, Patricia started a new career with the Navy as a Certified Phlebotomist. She has gained a large variety of laboratory skills like blood donations and Platelet Apheresis for saving lives. With over eight years of experience as a phlebotomist, she comes highly recommended by Navy Commanders, Lieutenants, and Petty Officers First/Second Class. Currently, she independently manages and operates a small laboratory for the Navy. One of her best attributes is performing difficult blood draws and attends to the elderly and children with compassion and skilled confidence.

Rechelle Marie Torres - Ms. Torres entered the medical field in 2001 as a Medical Assistant and shortly realized after that her calling was Phlebotomy. Ms. Torres received her certification through US Colleges in Montclair, CA. Ms. Torres loves this field and is excited to pursue more opportunities with her passion. She has knowledge with all kinds of patients, she has worked for several hospitals, Reference Labs, Mobile services and psych facilities.

San Bernardino

Annette Lopez - Ms. Lopez has been in the medical industry since 2006 and began her career in phlebotomy in 2007. She has experience in many different clinical settings ranging from hospitals, VA clinics, Dr. offices, and outpatient laboratories working with patients of all ages.

Rodolfo Mozqueda - Mr. Mozqueda was certified in phlebotomy back in 2012. Since then he has worked as a Lead Phlebotomist and Travel Phlebotomist. He began to further his medical career and completed a Respiratory Practitioners program and is now looking forward in passing the NBRC National test as well as the clinical simulations test.

San Diego

Steven Baker - Mr. Baker has 26 years of experience in phlebotomy, 23 years of training new hire CPT Phlebotomists, as well as instructing. He also has experience as a Laboratory Assistant, with duties that include blood collection from neonatal to geriatric patients.

Itzel Pedraza Castaneda- Ms. Castaneda started her career in California, but she is still a true Idahoan, being born and raised here in the city of Nampa. She attended the California Institute of Medical Science in Fresno. After, she completed her internship at the Riverside Medical clinic in Madera. She has been practicing phlebotomy ever since, starting her career as a mobile phlebotomist performing blood draws and EKG's at patient's residences or places of work, as well as inpatient and outpatient locations.

Victorville

Joanna Cordova- Ms. Cordova has 5+ years of phlebotomy experience. She aims to prove her skills and above all show her patient safety skills fill her role as a phlebotomist. She has learned excellent blood drawing methods. Ms. Cordova has attained great hospital and laboratory skills and experience with a large vast number of patients.

Amber Wright- Ms. Wright has worked as an experienced phlebotomist for 14 years, and received her Medical Assisting Certificate in 2003. She has a great experience working with inpatient and outpatient facilities. She is able to draw from a wide variety of patients.

Ana Eluvi Garcia- Ms. Garcia has worked as a phlebotomist since 2016, working full-time in a Medical Center where she would often perform over 70 draws daily. She prides herself on her knowledge and her bedside manner. She has drawn on every age and gender, and has often taken leadership roles in training new phlebotomists.

Van Nuys

Kendra La Vaughn Jones- Ms. Jones began working as a phlebotomist in 2018, after

receiving her Phlebotomy Technician Certification form the Clinical Training Institute. She has had the opportunity of working with a diverse population of patients, in various clinical and hospital settings.

West Covina

Kimberly Isaacs - *Ms. Isaacs has been working as a phlebotomist since 2011. She has been an instructor with Phlebotomy Training Specialists since 2016. She has a vast knowledge of Phlebotomy and has performed many draws on various patients, from infants to the elderly.*

Audrey Rico-Maldonado- *Ms. Rico-Maldonado is a well experienced Phlebotomist/ Lab assistant of 32 years of experience. She has strong clinical & people skills. She is exceptional & specializes in infant & hard draws. Ms. Rico with all her experience has attained effective communicative & leadership skills and has helped many of her coworkers/patients.*

Carrie Jackson- *Ms. Jackson has been working as a phlebotomist for 8 years. She is proficient in organization and performing venipuncture. She has a long history of taking vital signs and laboratory experience.*

Westminster

Christy Hitchcock- *Ms. Hitchcock has been working as a phlebotomist since 1995 in the hospital, clinical and laboratory environment. She is proficient in various specimen collection from patients of all ages. She has experience instructing with Phlebotomy Training Specialists since 2016.*

Contact Information

School Addresses:

Artesia- 17510 Pioneer Blvd Suite 223 Artesia, CA 90701

Bakersfield- 4560 California Ave Suite 205 Bakersfield, CA 93309

Camarillo- 601 E. Daily Drive, Suite 300, Camarillo, CA 93010

Glendale- 222 W Eulalia Street, 1st Floor Suite 120, Glendale, CA 91204

Los Angeles- 9221 Venice Blvd. Los Angeles, CA 90034

Los Angeles- 1200 Wilshire Blvd. Suite #620 Los Angeles, CA 90017

Mission Viejo- 27285 Las Ramblas Suite 245 Mission Viejo, CA 92691

National City- 22 W 35th St. Suite #104A National City, CA 91950

Ontario - 3602 Inland Empire Boulevard, Building B, Suite 100 Ontario, CA 91764

Palm Desert- 41990 Cook St. Suite 802 Palm Desert, CA 92211

Panorama City- 14418 Chase Street Unit 205 Panorama City, CA 91402

Riverside- 3610 Central Avenue Ste. 201 Riverside, CA 92506

Santa Ana- 1450 North Tustin Ave Suite 202 Santa Ana, CA 92705

San Bernadino- 1845 Business Center Drive Suite 108 San Bernardino, CA 92408

San Diego- 4550 Kearny Villa Rd. Suite 105, San Diego, CA 92123

Temecula - 29645 Rancho California Rd., 2nd Floor Suite 234 Temecula, CA 92591

Torrance - 350 Crenshaw Blvd., Suite A 101, Torrance, CA 90503

Victorville- 16519 Victor Street Suite 323 Victorville, CA 92395

Van Nuys - 16340 Roscoe Blvd, Suite 120 Van Nuys, CA 91406

West Covina- 933 S. Sunset Avenue #201 West Covina, CA 91790

Westminster- 9141 Bolsa Ave Suite 304 Westminster, CA 92683

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Phone: **701-404-9434** Fax: **385-327-2084**

Email: info@phlebotomyusa.com Website: www.phlebotomyusa.com

Programs Offered

1 Certificate Program:

40 Hour Phlebotomy Technician Training & Certification

Program Cost and Fees

<u>Tuition</u>	<u>STRF</u>	<u>Registration</u>	<u>Medical Liability Insurance</u>	<u>Lab Supplies/ Protective Equipment</u>	<u>Textbooks</u>	<u>National Exam</u>	<u>Documents Processing Fee</u>
\$1,050.00	\$5.00	\$250.00	\$25.00	\$255.00	\$35.00	\$130.00	\$200.00

Total Charges for CPT-1 Certified Phlebotomy Technician Training Payable to Phlebotomy Training Specialists - \$1,995.00

Fee Breakdown Description

Tuition \$1,050.00 - 40 hours of Didactic Training
Registration Fee \$250.00 (Non-Refundable)
Professional Medical Liability Insurance \$25.00 - Students will have coverage during 40 hours of didactic training and during 40-hour externship
Lab Supplies \$255.00
Textbooks \$35.00
National Certification Exam Fee \$130.00
Student Tuition Recovery Fund - 2.50 x each \$1000 (Non-Refundable)
LFS Licensing Fee \$100.00 - Separate Fee (Payable to the State of California-LFS)
Protective Clothing - \$45.00
Documents Processing Fee- \$200 – (Payable to PTS)
Scrubs/Uniforms - Separate purchase \$20 and up

Total charges for the current period of attendance are \$1865.

Total charges for the entire cpt-1 program and licensure are \$1995+ (depending on the cost of scrubs).

Total charges the student is obligated to pay upon registration/enrollment is \$250.

Payment Policy

Tuition and fees for class can be paid by logging into your student account at students.phlebotomyusa.com. We accept all major credit cards. \$250 minimum is required at the time of registration. After the initial registration fee of \$250 has been

paid, students can make payments in any increment until full payment is received. Full tuition and fees are due by the halfway point of the class.

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to Alexis Treu, COO, at info@phlebotomyusa.com. She will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the Ms. Treu the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment. Phlebotomy Training Specialists is not accredited through the U.S Department of Education and therefore is not Pell Eligible. PTS does not offer financial aid or loans.

After the 40 hours of in-class, training has been completed, a coupon code for the national exam will be emailed to you. This code will come 2-3 business days AFTER your last class assuming that PTS has received your documents and that you have attended all 40 hours of class. You will use this code to register for and take your National Exam.

Any questions or concerns regarding these policies should be directed to info@phlebotomyusa.com

VISA

Phlebotomy Training Specialists does accept students from other countries but does not provide Visa services. We do not vouch for students, other than to say they are actively engaged and enrolled in the Phlebotomy Training Specialists program. There is no fee for this.

Financing Options

Students may apply for financing with Monterey Financial via the student portal, upon request. Students may apply for financing at any point throughout the program, and they may choose to finance up to 50% of their overall balance. Students may

select terms in 12, 18, or 24 months at a rate of 18%. Should students withdraw from the program, the published refund policy would apply.

Third-party loans must be repaid according to the terms of the note even if the borrower does not complete his or her education, cannot get a job after completion of the program, or is dissatisfied with the education.

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment if you are not a California resident or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959, or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss due to the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 days before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in

an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

Financial

Phlebotomy Training Specialists does not have ANY pending petition in bankruptcy. PTS is NOT operating as a debtor in possession. PTS has NOT filed a petition within the preceding five years, nor has PTS had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Textbooks & Supplies/ Equipment

Supplies & Equipment: \$225.00 refundable on a pro rata basis in accordance with

tuition.

Textbook: \$35.00 Once textbooks are issued and received by students, these become the property of students and refunds may be made only at the discretion of the private school.

Student Loans

Phlebotomy Training Specialists does not qualify for Title IV student loans and does not provide student loans.

Class Schedule

Evening: 6 pm to 10 pm – Monday - Thursday (10 Classes)

Day: 9am to 1:00pm – Monday - Thursday (10 Classes)

Weekend: 8 am – 4:30 pm Saturdays (5 Classes)

Accelerated: 8 am – 4:30 pm -Monday – Friday (5 Classes)

The first date listed is the start date for that month; the last day of class is the last day listed for the corresponding month.

This is the schedule for the didactic portion of the class. After this portion of your schedule has been met and you have passed your national exam, we will work closely with you to participate in the externship opportunity for your required 40 clinical hours.

This catalog agreement covers you as a student until you complete the mandatory 40 hours required for the CPT 1 qualifications, passed you national exam, and have completed the 40-hour externship.

AM/PM Classes		Weekend Classes		Accelerated Classes	
AM: Monday-Thursday 9am-1pm PM: Monday-Thursday 6pm-10pm		Saturdays Only 8am-4:30pm w/ lunch break 12-12:30pm		Monday-Friday (may adjust with holidays) 8am-4:30pm w/ lunch break 12-12:30pm	
January 9, 10, 11, 16, 17, 18, 22, 23, 24, 25	July 10, 11, 15, 16, 17, 18, 22, 23, 24, 25	January 6, 13, 20, 27, Feb 3	July 27, Aug 3, 10, 17, 24	January 29, 30, 31, Feb 1, 2	June 24, 25, 26, 27, 28
February 6, 7, 8, 12, 13, 14, 15, 20, 21, 22	August 6, 7, 8, 12, 13, 14, 15, 19, 20, 21	February 10, 17, 24, Mar 2, 9	September 7, 14, 21, 28, Oct 5	Feb. 26, 27, 28, 29, Mar 1	July 29, 30, 31, Aug 1, 2
March 6, 7, 11, 12, 13, 14, 18, 19, 20, 21	Sept 11, 12, 16, 17, 18, 19, 23, 24, 25, 26	March 23, 30, April 6, 13, 20	October 19, 26, Nov 2, 9, 16	March 25, 26, 27, 28, 29	August 22, 23, 26, 27, 28
April 10, 11, 15, 16, 17, 18, 22, 23, 24, 25	October 8, 9, 10, 15, 16, 17, 21, 22, 23, 24	May 4, 11, 18, June 1, 8	November 23, 30, Dec 7, 14, 21	April 29, 30, May 1, 2, 3	September 30, Oct 1, 2, 3, 4
May 6, 7, 8, 9, 13, 14, 15, 16, 20, 21	November 5, 6, 7, 12, 13, 14, 18, 19, 20, 21	June 22, 29, July 6, 13, 20		May 22, 23, 28, 29, 30	October 28, 29, 30, 31, Nov 1
June 4, 5, 6, 10, 11, 12, 13, 17, 18, 20	December 4, 5, 9, 10, 11, 12, 16, 17, 18, 19				

Externship Scheduling and Completion

Once you have completed the Didactic portion of your education, and you have

received a **Passing Score** on your National Exam, you will be ready to move on to the **Externship** portion of your Education.

PTS realizes a successful Externship is vital to the success of your State Licensing. We are dedicated to doing our very best to ensure your Externship happens timely and that your experience in the practical setting is efficient, constructive, and enriching.

PTS has many approved Externship sites in California, so be assured that the Externship Team will do their best to match your Externship as close to your request as possible.

You have Two (2) Years from the date you pass your National Exam to complete your Forty (40) Hour Externship, but the Externship Team will provide you with an Externship opportunity within Ninety (90) days from the date you are cleared for your Externship.

Please do NOT call the Externship Team to ask about the status of your Externship within the first week of passing your Exam, as your call may delay the process for yourself and others.

NOTE: You can expect your externship to be Monday-Friday 8:00 AM-5:00 PM or 9:00 AM-6:00 PM Schedule for one 40 Hour Work Week.

List of Possible Externship Requirements & Barriers of Entry:

- Blood Tests
- Immunizations
- Background Check
- Drug Testing
- COVID testing
- CPR License
- Identification
- Attestation
- Resume
- Facial Masks
- Name Tag
- Interview
- Orientation & More

These are all site-specific requirements that will be communicated to you when the time comes for placement. If you need information on getting your place of employment approved by the State of California as an Externship Site, please visit <https://www.phlebotomyusa.com/california-phlebotomy-classes> and fill out the link titled New Externship Facility Request.

All of the relationships surrounding each externship site are invaluable to Phlebotomy Training Specialists. It is imperative that all student externs approach their volunteer hours with the utmost care, by always maintaining a professional, positive and compliant attitude throughout the entire externship process and by always adhering to the Externship Code of Conduct (ECOC).

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provider such as naces.org, scholar.com, or wes.org. Some employers may also require proof of employment and it will be the student's responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance.

Students must demonstrate fluency in English, including the ability to communicate, write, and read fluently, as this is essential for effective communication in the healthcare environment.

We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the program. An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Although basic computer skills are not required for the program, it is highly encouraged for students to have a basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Admission Application and Deadline

Prospective students will need to enroll by the application deadline. The application deadline is 5 days before the class starts. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Late enrollments are not accepted once the program has begun, and students will be notified and given dates of upcoming classes to choose from.

Postponement of Start Date

Postponement of a starting date requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Reason for postponement request.
- b. A deadline for the new start date.

If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to a full refund of prepaid tuition and fees except for the \$250 non-refundable registration fee and a tuition fee of \$250.

Employment Advisory Services

Phlebotomy Training Specialists **do not** provide any formal placement into employment opportunities. **Placement in a job is not guaranteed or promised to persons who complete the program.** To that end, we do not leave the students on their own to find employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our on-staff professional resume writers. The writers will then assist the students with fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a *Student Helpline* where students can call with questions regarding Phlebotomy Training, the application process, help with interviewing, job sources, and Phlebotomy-related inquiries.

Language Proficiency

Students should read at a 9th-grade reading level to succeed in the Phlebotomy Training Class. There is no assistance given during class for language barriers, but PTS does allow translators to attend classes and assist students with translation and word/verbiage clarification. Having a translator will not bypass the requirement of the TOEFL exam score.

There will not be any instruction in any other language than English. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50. Please submit your score to info@phlebotomyusa.com. You can find more information and register for the TOEFL exam at this link-https://www.ets.org/toefl/ibt/about?WT.ac=toeflhome_aboutibt_180910

Attendance

Students must attend ALL 40 hours. There is no grace period for attendance or arrival at the educational facility. If a student misses the first day of class, they will be removed from the program, and they will be required to enroll in another schedule. Time will be quantified at the educational facility electronically, and the student must attend all the time required to qualify for participation in the externship. If a student misses a portion of class after commencement, they must re-attend that EXACT portion of the class the next month or work out with their instructor to train on that exact content during a make-up time.

It is very important that you show up on time to your didactic classes and that you listen carefully during this instruction. Please silence your cell phones and do not use them during class time, as they are a distraction to other students. You will be given breaks during class for personal time.

Please bring something to write with to class. You will be issued a textbook that will be yours to keep and write in, as needed. We recommend that you wear scrubs to class. PLEASE KEEP IN MIND THAT YOU WILL BE REQUIRED TO WEAR PLAIN SCRUBS DURING YOUR EXTERNSHIP. You MUST wear closed-toed shoes to class, as well as to your Externship. You may wear acrylic nails, in class, but be mindful that they are conservative in design and length, as they may tear your gloves. If your fingernails become a risk to yourself, or the patients, you will be asked to remove them. Your hair should also be conservative and neatly groomed, pulled back, and not draping down over your shoulders. Tattoos may be visible

during class as well as facial piercings but be mindful that this will not be the case concerning your 40-hour externship.

All Students are required to be lucid, physically rested, and mentally prepared during the entire education process. Any student who arrives to the classroom ill-prepared, or if the instructor, upon evaluation, determines that the student is unfit for class, will be politely dismissed from that class session and instructed to return to the next session, better prepared. Students who are under the influence of alcohol, illicit drugs, or any other mind or body-altering substances cannot participate in class.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules that are teaching the same class during days, evenings, or weekends. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. If the missed module cannot be made up during the scheduled month, the student can schedule a make-up time during the next month the module is being taught. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from three (3) or more class sessions without prior notice and authorization, enrollment will be dropped.

Rescheduling/Readmittance

If a student is dropped from the program due to non-payment of tuition and fees by the halfway mark of their scheduled cohort, they will need to contact Student Services at (701) 404-9434 to pay in FULL and reschedule missed classes. Rescheduling will be based on class availability.

Scheduled Absence(s)

If any student has extenuating circumstances and requires an absence, please directly notify and speak with your school director for authorization. Once authorized, the student will be allowed to make up the missed time during the next month when the class covers the missed content with no additional fees.

Progress Policy

Phlebotomy Training Specialists and instructors are completely immersed in student success. Our instructor cadre is face-to-face with students every day they attend class. Our class sizes are kept small to ensure the student gets all the attention

from the instructor and classmate interactions they need to become successful in Phlebotomy.

The program is not graded, it is a pass/fail program. As the program progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class

Students Achievement

Phlebotomy Training Specialists will be tracked throughout the class by quizzes, and a final exam will be administered before being allowed to challenge the National Exam. Students must pass all quizzes with at least a 70% to continue and stay on track for graduation. Students may take quizzes on their own time with the instructor before or after class, but this time will not be applied to the 40- hour minimum

Award of Credit

Phlebotomy Training Specialists do not grant credit to students for other courses taken in the field of Phlebotomy or Nursing Assistant Training or any other field. This program is a stand-alone program, and no reduced tuition, nor will reduced hours of participation be given.

Grading System

Class 1	Introduction to Phlebotomy	Pass / Fail
Class 2	Lab Skills Development – First Blood Draws	Pass / Fail
Class 3	Specimen Collection and Order of the Draw	Pass / Fail
Class 4	Lab Skills Development – Dermal Sticks and Butterfly Needles	Pass / Fail
Class 5	Lab Processing and PRP	Pass / Fail
Class 6	Lab Skills Development – Centrifuge and Dermal Sticks	Pass / Fail
Class 7	Infection Control and Anatomy	Pass / Fail
Class 8	Lab Skills Development – Hands-On Practice/Activity	Pass / Fail
Class 9	Practical Exam	Pass / Fail
Class 10	Study Guide & Test Review	Pass / Fail

Student Performance, Remediation, and Academic Dismissal Policy

Student Performance

The Phlebotomy Program is a fast-paced, often stressful, learning environment that demands a high level of dedication and proficiency. Students are expected to meet all program requirements, including classroom attendance, participation, and the ability to demonstrate proficiency in blood draws.

If a student's performance falls below the expected standards, the institution will initiate a conversation with the student to discuss their challenges and provide guidance on improving their performance.

Remediation

Remedial training is provided if it is found that a student is not progressing. The remediation period is limited to the length of the next class or classes depending on student needs. If the student achieves a 70% on modules, the student will resume with a pass status. Second and final remediation is available if needed. The student must be able to attend the required classes in the next schedule or concurrent schedule to receive additional training and help. Students are allowed to attend the weekend/evening/day classes, free of charge. If a student is unable to complete remediation in the scheduled time, they will consult with the chief administrator regarding re-enrollment options.

Dismissal

If, after reasonable efforts to support the student's success, they continue to fail to meet the program's requirements and remediation required, the institution may be required to dismiss the student from the Phlebotomy Program. Dismissal will be a last resort and will only occur after due consideration of the student's circumstances.

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained. Student records are maintained in California at each of our locations for 5 years.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school

reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Leave of Absence

Due to the short period of time required to complete the program, Phlebotomy Training Specialists will not grant students a Leave of Absence. In the case of a prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical, the student will be required to withdraw from the program. The school will process an appropriate refund in accordance with the Refund Policy.

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended. The last session of attendance will be the date of dismissal. Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserve the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors that are unacceptable in the classroom setting. These examples of impermissible behavior described below are not intended to be an all-inclusive list. Phlebotomy Training Specialists managers have full discretion and any violation of the policies or conduct considered inappropriate or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

1. Language / Interpersonal Conduct

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. Conduct

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. Safety

- a. Failing to abide by safety rules and policies
- b. Refusing to follow the instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. Mental/Physical State

- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance. (This includes Prescription and/or recreational drugs).

5. Student Eligibility, Accommodations, & Performance

- a. Failure to meet the performance requirements
- b. Inability to benefit as reviewed by instructional staff, regional, and national directors

6. Automatic Dismissal

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind
- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
- d. Theft
- e. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the "Automatic Dismissal" section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists' final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting, Alexis Treu, COO, and discussing with her on an individual basis, our expected classroom etiquette.

Warnings & Suspension

Students will be given written warnings when it comes to their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, they will be written up by their instructor.

Three times being written up will result in suspension from the class. If the student chooses to withdraw from the class AFTER their suspension from the class, the student's tuition will be refunded based on the last day attended and will be based on the refund policy contained herein.

When suspended from a class, a student may not re-enter the class in which they were enrolled, until the start of the next month, they can however attend any other class, such as the evening or weekend class if they were in the day class. If they wish to re-enter at the same time of class as they were originally enrolled, they must wait until the start of the next class, the next month.

Student Probation

Phlebotomy Training Specialists do not put students on probation.

Re-entry / Readmission

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a request to the PTS corporate offices. PTS Corporate offices will take 48 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the "Automatic Dismissal" section will be subject to automatic dismissal.

Voluntary Withdrawal from Class

When a student voluntarily withdraws from the program, the school will process a refund in accordance with the refund policy outlined in this document. All requests to withdraw must be submitted in writing to payments@phlebotomyusa.com.

Student Rights

Phlebotomy Training Specialists affords its students the following rights:

- Access to instructors and management for any assistance
- Fair and impartial treatment
- Providing Privacy to Student records

Facilities and Equipment

Our schools are located at:

Artesia- 17510 Pioneer Blvd Suite 223 Artesia, CA 90701

Bakersfield- 4560 California Ave Suite 205 Bakersfield, CA 93309

Camarillo- 601 E. Daily Drive, Suite 300, Camarillo, CA 93010

Glendale- 222 W Eulalia Street, 1st Floor Suite 120, Glendale, CA 91204

Los Angeles- 9221 Venice Blvd. Los Angeles, CA 90034

Los Angeles- 1200 Wilshire Blvd. Suite #620 Los Angeles, CA 90017

Mission Viejo- 27285 Las Ramblas Suite 245 Mission Viejo, CA 92691

National City- 22 W 35th St. Suite #104A National City, CA 91950

Ontario - 3602 Inland Empire Boulevard, Building B, Suite 100 Ontario, CA 91764

Palm Desert- 41990 Cook St. Suite 802 Palm Desert, CA 92211

Panorama City- 14418 Chase Street Unit 205 Panorama City, CA 91402

Riverside- 3610 Central Avenue Ste. 201 Riverside, CA 92506

Santa Ana- 1450 North Tustin Ave Suite 202 Santa Ana, CA 92705

San Bernadino- 1845 Business Center Drive Suite 108 San Bernardino, CA 92408

San Diego- 4550 Kearny Villa Rd, Suite 105, San Diego, CA 92123

Temecula - 29645 Rancho California Rd., 2nd Floor Suite 234 Temecula, CA 92591

Torrance - 350 Crenshaw Blvd., Suite A 101, Torrance, CA 90503

Victorville- 16519 Victor Street Suite 323 Victorville, CA 92395

Van Nuys - 16340 Roscoe Blvd. Suite 120 Van Nuys, CA 91406

West Covina- 933 S. Sunset Avenue #201 West Covina, CA 91790

Westminster- 9141 Bolsa Ave Suite 304 Westminster, CA 92683

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lighted, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists does not provide housing or transportation. Tables and chairs will be moved around and set up into draw stations that are conducive to training in the art of venipuncture.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Transfer of Credits & State to State Transfer

The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in Phlebotomy is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

In addition, the tuition and fees paid toward this enrollment and program is only applicable to the city and state of the original enrollment; they are not transferable. If a student moves campuses, additional course fees may be required.

Student Grievance Procedure

Should a student have a complaint with Phlebotomy Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the administrator or designee. Please submit the written request within **60 days** of the occurrence to the COO, Alexis Treu info@phlebotomyusa.com or 701-404-9434, she will assist you in resolving your concerns. She will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, Ms. Treu will discuss the

complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification of the resolution will be sent via email to the student within 10 days after the student meeting.

3. In her absence, you can contact the Student Service Manager at info@phlebotomyusa.com or **801-669-2056**. They will contact the student within 5 days or receive the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. The Student Services Manager will consult with the School/Company President and written notification via email of the resolution will be sent to the student within 10 days after the meeting.
4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov.

Withdrawal Policy

After the commencement of class, and within 30 days if the student quits attending class, or requests to withdraw will be refunded according to the calculation below. Insurance and Lab Supplies will be refunded based on usage (see calculation below). If more than 60% of the class has been attended, then no refund will be issued. National Exam Fees are fully refundable for students who withdraw and have not attempted the National Exam. Textbooks once distributed to the student are not eligible for a refund.

****All requests to withdraw must be submitted in writing to payments@phlebotomyusa.com**

PRO-RATA REFUND CALCULATION (used only when the student has attended less than 60% of class):

Amount Paid – ($\$46.25 \times \#$ of hours attended [for tuition]) + \$250 Registration Fee + \$35 Textbook + ($\$8.125 \times \#$ hours attended [for lab supplies and liability insurance])
If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If you obtain a loan to pay for the educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If you default on a federal or state loan, both the following may occur:

(1) The federal or state government or a loan guarantee agency may take action against you, including garnishing an income tax refund; and

(2) You may not be eligible for any other government financial assistance at another institution until the loan is repaid. Phlebotomy Training Specialists does not offer any distance education in Phlebotomy.

Fax - 1-385-327-2084

Email – payments@phlebotomyusa.com

Mail – 1971 W 700 N, Suite 102, Lindon, UT 84042

Student Eligibility, Accommodations, and Performance Policy

Intelvio is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program.

Intelvio does not discriminate on the basis of disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal access to educational programs and activities.

Accommodations

Intelvio is committed to providing reasonable accommodations to students with disabilities to facilitate their participation in the Phlebotomy Program. Accommodations will be determined on a case-by-case basis in consultation with the student and the institution's Student Services.

Chaperones

Chaperones or personal assistants are not allowed in the Phlebotomy Program classroom to assist students during the program. All students are expected to participate independently and demonstrate proficiency.

Assessment and Reasonable Modification

Students' abilities to successfully participate in the Phlebotomy Program will be assessed based on their performance in the classroom and if applicable, the clinical settings. This includes their ability to perform blood draws safely and effectively.

Intelvio may consider reasonable modifications to accommodate students with disabilities, provided that such modifications do not fundamentally alter the essential requirements of the Phlebotomy Program or compromise patient safety.

Student Disclosures

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

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

As a prospective student, you are encouraged to review this catalog before signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you before signing an enrollment agreement.

Library

Phlebotomy Training Specialists does not have a library. All necessary materials for students to use will be online and can be found by students there. Students who do not have online access will be given paper copies upon request

Housing

Phlebotomy Training Specialists does not maintain dormitory facilities. **PTS does not have responsibility to find or assist students in locating housing.**

Distant Education

Phlebotomy Training Specialists does not offer any distance education.

2024 PHLEBOTOMY TRAINING SYLLABUS

A. PROGRAM DESCRIPTION:

The Phlebotomy program is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with health care personnel, clients, and the public. The presentation includes equipment and additives, basic anatomy, and safe and effective venipuncture techniques. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems. This program will prepare individuals to write the Phlebotomist Certification examination.

B. METHOD OF INSTRUCTION:

The student is trained through the modules during class, obtaining that knowledge through books and hands-on training each class period. The book knowledge obtained is then applied in the hands-on training portion of the class. Theory first, and actual application of the theory follows shortly thereafter.

C. PROGRAM EXPECTATIONS / COMPETENCIES / OBJECTIVES:

Upon completion of the Phlebotomy program, students will have an opportunity to learn how to:

- a. Demonstrate knowledge, entry-level skills, and tasks associated with blood collecting and other specimen collection processes.
- b. Assist the health care team in the accurate, safe, and reliable collection and transportation of specimens for clinical laboratory analyses.
- c. Apply knowledge to basic and special laboratory procedures.
- d. Demonstrate proper infection control techniques used in specimen collection.
- e. Select appropriate equipment, methods, and reagents for the collection of laboratory specimens.
- f. Prepare patients and equipment for the collection of laboratory specimens.
- g. Apply ethical, legal, and regulatory issues to the collection of laboratory specimens.
- h. Evaluate quality control procedures and possible sources of error or inconsistencies in specimen collection.
- i. Work cooperatively with staff members, patients, and community resource people.
- j. Apply knowledge to create and maintain a safe working environment.
- k. Respect patient confidentiality and maintain professional conduct in a culturally diverse environment.

Program Summary

Class 1- Phlebotomy, an Overview, Tourniquet Tying

This course is designed to provide an understanding of the venipuncture procedure in a step-by-step process. This includes the hand hygiene required, supplies needed to perform the draws, and the anatomy of the veins and location within the arm. Venipuncture problems, capillary punctures/heel sticks, special

handling and procurement, and hemostasis are included in this module.

Class 2- Lab Skills Development

This class provides hands-on experience. Demonstration and practice of tourniquet tying will be performed. The steps of how to utilize a vein viewer are included. In this course first blood draws will be performed by the students with the instructor guiding them through the steps on a one-on-one basis.

Class 3- Test Tube, Panels/Profiles, Special Handling and Procurement, Bodily Fluids

The course provides students with the knowledge of the order of draw. The information covering the tubes includes the additives, the order, common tests, and the sections of the laboratory in which the tube belongs. Tests, panels, and profiles will be included. Different types of specimens will be mentioned; ABG, stool, urine, and semen. The basics of centrifuge and processing will be addressed as well as making blood smears.

Class 4- Lab Skills Development

This course is all hands-on training. Straight sticks will be performed. At least 5 dermal sticks and an introduction to the use of the butterfly needle in hand draws.

Class 5- Laboratory Sections, Anatomy and Physiology, Hemodialysis, AV Fistula and Grafts

In this class, videos will be shown covering ABGs, stool, and urine collections. This lesson will be over the basics of anatomy and physiology involving the heart and circulatory system, nervous system, muscular system, Integumentary system, and urinary system. This lesson includes infection control, blood-borne pathogens and nosocomial infections, and safety practices.

Class 6- Lab Skills Development

This course is a hands-on experience day. Additional straight stick practice, making blood smears, and butterfly practice. This course includes learning the use of a centrifuge and the transfer of samples.

Class 7- Protections and Precautions, Employment, Glossary, & Study Guide

In this module, students will learn the modes of transmission, infection control procedures, blood-borne pathogens, nosocomial infections, exposure, and the transmission of pathogens. Fire safety, types of hazards, and universal and standard precautions will be covered as well. This lesson includes ample time to cover interviewing, resume building, and types of jobs that fall under the category of phlebotomy. Quality time is spent working on a study guide over the book material.

Class 8- Lab Skills Development

This course is dedicated to a day of blood draw practice and hands-on

experiences. Hands-on practice with friends and family guests. More stick practice involving straight needles and butterfly needles.

Class 9- Lab Skills Development

This class is a hands-on day that involves students trying to pass their practical exams. Students must perform 2 arm draws and 2 hand draws completely unassisted with the instructor watching to verify. In this class, students are allowed to invite friends and family to volunteer for sticking. (18 and older with a signed liability form).

Class 10- STUDY GUIDE REVIEW AND GUIDED Q&A SESSION

This course is dedicated to studying. In the class, the study guide and supplemental packet will be reviewed question by question. An open Q and A period will be conducted to allow students ample time to get clarification and understanding on anything pertaining to the book.

Topics/Units – Hours Breakdown Phlebotomist
SOC code 31-9097

Course Titles	Classroom Hours	Lab Hours	Total Hours
Class 1- Introduction to Phlebotomy	4	0	4
Class 2- Lab Skills Development – First Blood Draws	0	4	4
Class 3- Specimen Collection and Order of the Draw	4	0	4
Class 4- Lab Skills Development – Dermal Sticks and Butterfly Needles	0	4	4
Class 5- Lab Processing and PRP	4	0	4
Class 6- Lab Skills Development – Centrifuge and Dermal Sticks	0	4	4

Class 7- Infection Control and Anatomy	4	0	4
Class 8- Lab Skills Development – Hands-On Practice/Activity	0	4	4
Class 9- Practical Exam	0	4	4
Class 10- Study Guide & Test Review	4	0	4
Total Didactic Hours			40

Textbook

Phlebotomy Textbook

The Fundamental Guide to Phlebotomy: A competency-based approach. Edition Number: First Edition (2022)

ISBN: 979-8-218-02579-3

Holder in Due Course Statement

*Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor.
(FTC Rule effective 5-14-76)*

Accreditation Status

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. The school does not participate in federal or state student aid programs.

PTS students are eligible to sit for certification examinations from the relevant phlebotomy training oversight organizations (National Healthcareer Association (NHA), National Centers for Competency Testing (NCCT), and National Healthcare Certification Organization (NHCO)) and PTS training complies with the standards of all relevant phlebotomy trade associations.

This Catalog is updated on the last week of December each year.

If this catalog is requested, it will be mailed, emailed, or made available for pickup at any of our locations. It is also available on our website at www.PhlebotomyUSA.com

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ECG Course Details

Mission and Objectives

Phlebotomy Training Specialists also offers an ECG Technician Training Program. The goal is to provide ECG training by developing comprehensive, highly relevant, and frequently updated ECG training materials, and the use of state-of-the-art equipment to perform electrocardiograms on a wide variety of patients. This is done by supporting and furthering education, research, and awareness around best ECG practices. This aligns with the overall mission and objectives of PTS.

Program Description

The objective of this class is to prepare students to collect Heart Rhythms and vital signs by Electrocardiograph, aka ECG. The class is 20 hours in length and the lecture covers theory and skill description.

Lab skills and hands-on training is held after the theory is delivered in the classroom setting. Live person ECG attachment and actual in-person rhythm strips are gathered, printed, and examined as a learning activity.

We will allow all students to return, free of charge, for the life of the school once they have completed the course one time. Phlebotomy Training Specialists continually reassess and updates the curriculum to meet industry standards and safety/equipment updates. In addition, an up-to-date learning resource library is available to students during and after they attend the course.

Qualifications of Administration and Instructing Faculty

Administration

Brian Treu – Founder / CEO - *Brian is the Founder, CEO, and Owner of Phlebotomy Training Specialists. Brian and his staff are aggressively working on National expansion, opening schools next in Southern California with locations in Orange County, Los Angeles County, and San Diego County, eventually expanding into 20 hand-selected states and markets in the next 24 months. He understands blood; the systems tied thereto and got this knowledge from perfecting the extraction of blood over the last 19 years, performing in excess of 265,000 blood draws. Brian's career in medicine includes completing 255 clinical research trials in all facets of medicine, specializing in Phase I clinical trials, where drugs are first introduced into the human body. He relishes pressure and has an uncanny way of dealing with stressful situations. His specialties include Blood Banking, ICU, Emergency Room Draws, Law Enforcement, Geriatrics, and the State Prison System. His knowledge of anatomy and ability to find tough veins has made him a highly sought-after Phlebotomist by firms across the state of Utah. He has a dedicated time to learning other medical modalities such as ECG and has taught this course in other locations in the US.*

Manteca

Heather Renee Dana- *Ms. Dana received her Phlebotomy Certification in 2001, and has been in the phlebotomy field since 2007. She was in a supervisory role while she worked at Stanford Healthcare Valleycare for 10 years. She specializes in areas of microbiology and pathology.*

Citrus Heights

Marcella Marie Cobos- *Ms. Cobos has been a phlebotomist for 18 years and has worked in both outpatient and inpatient settings, with frequent trips to ER to assist in blood draws. During her time of employment, she obtained an AA and AS degree to provide opportunity for career growth.*

Sacramento

Khalid Mahmood – *Mr. Mahmood was born in Nawab shah Sindh, Pakistan. He was immigrated to the United States in 1999 after completing his formal education in medicine and surgery (MBBS). Since then, Mr. Mahmood is teaching allied health education classes in vocational schools in greater Sacramento area, currently works with Job corps Sacramento and at Shifa clinic provides phlebotomy services and training to our medical students. Mr. Mahmood participates in several professional and community organizations in addition to serving as a Community Board Member for Shifa Clinic.*

Santa Clara

Gloria J Traslavina- *Ms. Traslavina began her career in phlebotomy many years ago. She has worked every aspect of phlebotomy from NICU to geriatric. Gloria finds great satisfaction in teaching and passing on her abundance of experience.*

Contact Information

School Locations:

Mission Viejo- 27285 Las Ramblas Suite 245 Mission Viejo, CA 92691

National City- 22 W 35th St. Suite #104A National City, CA 91950

Riverside- 3610 Central Avenue Ste. 201 Riverside, CA 92506

San Bernadino- 1845 Business Center Drive Suite 108 San Bernardino, CA 92408

San Diego- 4550 Kearny Villa Rd. Suite 105, San Diego, CA 92123

Victorville- 16519 Victor Street Suite 323 Victorville, CA 92395

West Covina- 933 S. Sunset Avenue #201 West Covina, CA 91790

Westminster- 9141 Bolsa Ave Suite 304 Westminster, CA 92683

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Phone: **701-404-9434** Fax: **385-327-2084**

Email: info@phlebotomyusa.com Website: www.PhlebotomyUSA.com

Programs/Courses Offered

1 Certificate Program

20 Hours ECG (Electrocardiogram) Technician Training

Program/Course Cost

Tuition	STRF	Registration	Supplies	Textbooks	National Exam
\$520.00	\$2.50	\$250.00 (NON-REFUNDABLE AFTER 3 BUSINESS DAYS)	\$152.50	\$25.00	\$45.00 (paid to a third party)

Total for ECG Training = \$995.00 Class

Fee Breakdown Description

Tuition \$520 - 20 hours of Didactic Training
Registration Fee \$250.00 (Non-Refundable)
Lab Supplies \$152.50
Textbooks \$25.00
National Certification Exam Fee \$45.00
Student Tuition Recovery Fund - 2.50 x each \$1000 (Non-Refundable)

Total charges for the current period of attendance are \$995. Total charges the student is obligated to pay upon registration/enrollment is \$250.

Payment Policy

Tuition for class should be paid by logging onto your student account at students.phlebotomyusa.com. \$250 minimum should be paid at the time of registration. After the initial registration fee of \$250 has been made, students can

make payments in any increment until full payment is received. **Full tuition and fees are due by the halfway point of class.**

If a student fails to pay full tuition and fees by these deadlines, the following options are available:

1. If a student wishes to remain in the class they originally registered for and are unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to payments@phlebotomyusa.com. The Director will review all payment extensions. If an extension is approved, the student will remain in their scheduled course but will be required to pay in full before challenging the practical or national exam.
2. If a student does not contact the Director, the student will be required to reenroll in new class dates where they will attend the remaining classes in that cohort to complete their program. They will be required to be paid by the halfway point of their new cohort. Extensions past this point will not be permitted. Students should call Student Services to reschedule. Please note rescheduling will be based on class availability.

No student, regardless of circumstance, will be permitted to be certified without full payment. Phlebotomy Training Specialists is not accredited through the U.S. Department of Education and therefore is not Pell Eligible. PTS does not offer financial aid or loans.

Financial Aid

Phlebotomy Training Specialists does not participate in any Federal or State Financial Aid programs. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and, if the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

Replacement Fee

A blood pressure kit is included in the cost associated with your ECG course. Students who need to purchase another blood pressure kit due to loss will be required to pay an additional \$50 for a replacement.

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was

enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd, Sacramento, CA 95834, (916) 431-6959, or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss due to the following:

8. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
9. You were enrolled at an institution or a location of the institution within the 120 days before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
10. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
11. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
12. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

13. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
14. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370- 7589, option #5, or by visiting osar.bppe.ca.gov.

Financial

Phlebotomy Training Specialists does not have ANY pending petition in bankruptcy and is NOT operating as a debtor in possession. We have NOT filed a petition within the preceding five years, nor had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Class Schedule

The first date listed is the start date for that month; the last day of class is the last day listed for the corresponding month.

ECG Classes	
Tuesday & Thursday (may adjust with holidays) 1:30pm-5:30pm	
January 11, 16, 18, 23, 25	July 11, 16, 18, 23, 25
February 8, 13, 15, 20, 22	August 6, 8, 13, 15, 20
March 7, 12, 14, 19, 21	September 12, 17, 19, 24, 26
April 11, 16, 18, 23, 25	October 10, 15, 17, 22, 24
May 7, 9, 14, 16, 21	November 7, 12, 14, 19, 21
June 6, 11, 13, 18, 20	December 5, 10, 12, 17, 19

ECG Classes	
ECG Classes	
Monday & Thursday (may adjust with holidays) 1:30pm-5:30pm	
January 8, 11, 18, 22, 25	July 11,15, 18, 22, 25
February 5, 8, 12, 15, 22	August 5, 8, 12, 15, 19
March 7, 11, 14, 18, 21	September 12,16, 19, 23, 26
April 11, 15, 18, 22, 25	October 7, 10, 17, 21, 24
May 6, 9, 13, 16, 20	November 4, 7, 14, 18, 21
June 6, 10, 13, 17, 20	December 5, 9, 12, 16, 19

ECG Classes	
Monday-Friday (may adjust with holidays) 6pm-10pm	
January 29, 30, 31, Feb 1, 2	June 24, 25, 26, 27, 28
Feb. 26, 27, 28, 29, Mar 1	July 29, 30, 31, Aug 1, 2
March 25, 26, 27, 28, 29	August 22, 23, 26, 27, 28
April 29, 30, May 1, 2, 3	September 30, Oct 1, 2, 3, 4
May 22, 23, 28, 29, 30	October 28, 29, 30, 31, Nov 1

Admission Application

Prospective students will need to enroll by the application deadline. The application deadline is the day before the class starts. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email. Late enrollments are not accepted once the course has begun, and students will be notified and given dates of upcoming classes to choose from.

Entrance Requirements

The school does not discriminate based on race, sexual orientation, gender identity, religion, ethnic origin, or disability.

Students are required to have a high school diploma or GED as a minimum entry requirement into the program. If this proof of education was issued outside of the United States, students must have their documents evaluated for equivalency by a recognized provide such as naces.org, scholar.com, or wes.org. Some employers may also require proof for employment and it will be the student’s responsibility to comply with employer requirements. We also require students to be beyond the age of compulsory high school attendance. We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the course. An informal interview will be given to discuss student goals and expectations. Prospective students will need to enroll by the application deadline. The application can be accessed on our website at www.PhlebotomyUSA.com. The application for attendance will be processed within 5 business days of submission, and the student will be notified by email.

Although basic computer skills are not required for the program, it is highly encouraged for students to have a basic knowledge of computer skills before coming to class, to make them more competitive candidates for employment upon completion of the program.

Language Proficiency

Students should read at a 9th-grade reading level to succeed in the ECG Technician Training Program. There is no assistance given during class for language barriers.

There will not be any instruction in any other language than English. Students that are not proficient in reading and writing the English language are required to submit scores from the TOEFL exam. We require a minimum score of 50. Please submit your score to info@phlebotomyusa.com. You can find more information and register for the TOEFL exam at this link-
https://www.ets.org/toefl/ibt/about?WT.ac=toeflhome_aboutibt_180910

VISA

Phlebotomy Training Specialists does accept students from other countries but does not provide Visa services. We do not vouch for students, other than to say they are actively engaged and enrolled in the ECG Technician Training program. There is no fee for this.

Postponement of Start Date

If the course is not commenced, or the student fails to attend by the new start date, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Employment Advisory Services/Placement Assistance

Phlebotomy Training Specialists do not provide any formal placement into employment opportunities. Placement in a job is not guaranteed or promised to persons who complete the program. To that end, we do not leave the students on their own in finding employment.

We do the following for students:

Market Sectors – We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. We do not provide student referrals to prospective employers and we do not have direct contact with employers regarding current job openings.

This list includes but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals, and Paramedical examinations to name a few. This gives the student a head-start on where to look for employment.

Resume Writing – All students will be encouraged to send in their resumes to our

on-staff professional resume writers. The writers will then assist the students with fine-tuning their resume(s) by way of suggestion(s). The writers will also assist the students with putting their resume(s) into a medical format called a Curriculum Vitae.

Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, what to expect during the interview process, and a list of tough questions they will be asked.

Continual Training – All students, once they have completely attended and have paid in full, are allowed to return to the class, free of charge, to keep their skills sharp and to prepare for interviews.

Additionally, we have a *Student Helpline* where students can call with questions regarding ECG Training, the application process, help with interviewing, job sources, and ECG-related inquiries.

Attendance

Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

Time will be quantified at the educational facility electronically, and the student must attend all the time. If a student misses a portion of class after commencement, they can make it up during another afternoon ECG course. Make-up time is available by contacting Student Services at 701-404-9434.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they can return to class. Proper documentation will be required to substantiate a student's withdrawal.

All Students are required to be lucid, physically rested, and mentally prepared during the entire education process. Any student who arrives to the classroom ill-prepared, or if the instructor, upon evaluation, determines that the student is unfit for class, will be politely dismissed from that class session and instructed to return to the next session, better prepared. Students who are under the influence of alcohol, illicit drugs, or any other mind or body-altering substances cannot participate in class.

Make-up Time

Students are strongly advised not to miss class unless necessary. If a student misses a portion of class after the initial 8 hours, the student can make it up at any of the other modules the following month. Make-up time is available by contacting student services at 701-404-9434 or by emailing info@phlebotomyusa.com. It is the student's responsibility to schedule and attend any make-up time. There is no fee for make-up classes. **Please call Student Services at 701-404-9434 to reschedule.**

However, if the student is absent from two (2) or more class sessions without prior notice and authorization, enrollment will be dropped.

Students Achievement

Student progression will be tracked throughout the class by assessments, and a final exam will be administered. Students must pass all modules with at least a 70% to continue and stay on track for graduation.

Progress Policy

The course is not graded. It is a **pass / fail course**. As the course progresses, the instructor(s) will give assessments in each section and will observe the hands-on skills of the students to determine whether each student is keeping up with the rest of the class. Remedial training is provided if it is found a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Furthermore, students can also attend month after month, if they feel they need subsequent training. Students must pass 70% of modules, to continue to progress, and to stay on track for graduation.

Grading System

Class 1	Introduction to ECG	Pass / Fail
Class 2	Anatomy & Electrode Placement	Pass / Fail
Class 3	Waveforms & Additional Practice	Pass / Fail
Class 4	Holter Monitors/ Family & Friends	Pass / Fail
Class 5	Practical & National Exam	Pass / Fail

Graduation and Certificate of Training Requirements

Certificates of Training will ONLY be awarded to students at the last class who have

accomplished the following:

- Passing Scores in Didactic Coursework
- Passing Scores in Lab Coursework
- Meet full attendance requirement
- Completed Student File / Paperwork
- No outstanding payment obligations

Students complete a final practical exam of ECG skills during the last scheduled day of the course. The practical exam will test lead placement, rhythm capture, and recognition of rhythm points. Students must pass a proctored written exam provided by the NHCO.

We do not mail original copies of the Certificate of Training. If the student would like one sent to them, they can have one printed and mailed directly from our Corporate Offices for a fee of \$20.00. Please log on to the student portal to request and pay for the printed and mailed Certificate. If the student notices any mistakes on their Certificate, please email documents@phlebotomyusa.com.

Students who complete the ECG Technician Training course and pass the exam administered by the National Healthcare Certification Organization will be eligible for employment in all states.

Exam and Learning Resource Information

Phlebotomy Training Specialists proctor the National Healthcare Certification Organization (NHCO) Exam. The NHCO can be contacted at 866-856-6082. This examination, when successfully passed, grants a National Certification. This certification must be renewed every two years. Renewal information can be found at healthcarecertifications.com.

The NHCO Exam is a separate fee of \$45. The exam will be given at our facility on the last day of class. If the student chooses NOT to take the NHCO exam, they will still receive a certificate of completion from our school.

Phlebotomy Training Specialists uses a training system in which they provide students with all of the resources they need to complete class and attain the knowledge to prepare for and pass the certification exam. This is similar if not identical to how most ECG Technician Training programs operate.

Our system coupled with our practiced exams and quizzes have proven to be sufficient in their entirety for students to be successful in their ECG Technician Training.

To further add to our student's success, we have compiled a learning resource

library that students can refer to that uses information directly from the source. This learning resource library is available to all students, current and graduated to keep up to date as the source material is updated.

The learning resource library is available from the student account and can be accessed at anytime from anywhere, and better yet does not require multiple people to handle the learning resource like a hard copy book library, requiring decontamination between readers.

With the resources available in an electronic format, the same resource is available to all students, and no one is left waiting for a return of the resource, nor waiting until the next classroom visit to use the resource.

Records

Student records are maintained digitally indefinitely and can be accessed at the school; transcripts are kept permanently. Students have a right to access their records anytime. A student can access records by logging on to their student portal students.phlebotomyusa.com. Only the student and the school administration have a right to review student records. No outside personnel will be allowed to view records, except for appropriate state regulatory representatives upon request. Student academic, financial, certificates, and transcripts are all electronically maintained.

For a copy of your transcripts, please email a written request to info@phlebotomyusa.com. There is no fee for a copy of your transcript. The school reserves the right to withhold an official transcript if the student's financial obligation to the school is in arrears.

Dress Code

Scrubs are not required, only suggested. Casual attire will suffice. Closed-toed shoes are mandatory, no sandals or open-toed shoes. On lab days, a button-front shirt, a metal-free, low-cut sports bra is the required Dress Code, if applicable.

Leave of Absence

Due to the short period of time required to complete the program, Phlebotomy Training Specialists will not grant students a Leave of Absence. In the case of a prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical, the student will be required to withdraw from the program. The school will process an appropriate refund in accordance with the Refund Policy.

Conduct & Dismissal Policy

If a student is dismissed permanently, the refund policy will be in effect based on the percentage of class attended. The last session of attendance will be the date of dismissal. Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserve the right to enact disciplinary procedures (outlined below). The following is a list of enumerating behaviors that are unacceptable in the classroom setting. These examples of impermissible behavior described below are not intended to be an all-inclusive list. Phlebotomy Training Specialists managers have full discretion and any violation of the policies or conduct considered inappropriate or unsatisfactory will be subject to disciplinary action, up to and including dismissal from the program.

1. Language / Interpersonal Conduct

- a. Fighting (verbal, physical, electronic) with or assaulting another individual
- b. Threatening or intimidating any other individual by any method (verbal, written, electronic, etc.)
- c. Engaging in any form of harassment (sexual, emotional, etc.)
- d. Using vulgar language, explicit terms, or profanities
- e. Discussing sensitive topics such as religion, sexual orientation, gender, racial issues, political affiliation, etc.

2. Conduct

- a. Use of cell phone for non-emergencies while in class and/or lab
- b. Continually speaking out of turn or disrupting the flow of class with off-topic discussions
- c. Arriving late to class or leaving early more than twice without prior notification.

3. Safety

- a. Failing to abide by safety rules and policies
- b. Refusing to follow the instructor's directions or being insubordinate
- c. Failure to adhere to corrections or guidance given by the instructor
- d. Continued disregard for cleanliness and sanitation protocols

4. Mental/Physical State

- a. Showing up to class in improper attire, wearing inappropriate shoes, or generally unkempt
- b. Attending class while under the influence of alcohol, illicit drugs, or any other mind/body-altering substance.

5. Automatic Dismissal

- a. Possessing firearms or any other weapons in the classroom
- b. Illegal Activity of any kind

- c. Using, selling, dispensing, or possessing alcohol, illegal drugs, or narcotics on-premises. Recreational drugs are also not permitted on-premises.
- d. Theft
- e. Being absent for the first 8 hours of the program

Dismissal Procedures:

Upon infraction of one of the above prohibitions, an Phlebotomy Training Specialists staff member will issue a verbal AND written warning to the student. This is to be considered a corrective plan of action. If the prohibited action and/or behavior continues, Phlebotomy Training Specialists will dismiss the infracting student(s) from the program. Any student who has violated the prohibitions outlined in section 5, the “Automatic Dismissal” section, will be subject to automatic dismissal with no exception(s).

All dismissal procedures will be determined by at least three Phlebotomy Training Specialists management team members, including a consultation with the issuing staff member. Any student who wishes to appeal Phlebotomy Training Specialists’ final decision, shall do so in writing. Any dismissed student may attain reentry into the program(s) by contacting the COO, Alexis Treu, and discussing with her on an individual basis, our expected classroom etiquette.

Warnings & Suspension

Students will be given written warnings when it comes to their conduct in class. If they are disruptive, harass, or discriminate against another student or instructor, they will be written up by their instructor.

Three times being written up will result in suspension from the class. If the student chooses to withdraw from the class AFTER their suspension from the class, the student’s tuition will be refunded based on the last day attended and will be based on the refund policy contained herein.

When suspended from a class, a student may not re-enter the class in which they were enrolled, until the start of the next month, they can however attend any other class, such as the evening or weekend class if they were in the day class. If they wish to re-enter at the same time of class as they were originally enrolled, they must wait until the start of the next class, the next month.

Re-entry / Readmission

Upon infraction of one of the above expectations, an Phlebotomy Training Specialists staff member will issue a verbal and written warning to the student. This is to be considered a corrective plan of action. Students get three warnings, and on

the fourth incident, they are suspended from class, as stated previously. Students who want to gain re-entry into the class after suspension will have to submit a request to the ECG corporate offices. ECG Corporate offices will take 48 hours to determine eligibility. This may result in a call to the student to discuss the issues at hand. A student that is suspended may only gain re-entry into the class one time. If the impermissible behavior continues, Phlebotomy Training Specialists will dismiss students from the program. Students who have violated policies outlined in the “Automatic Dismissal” section will be subject to automatic dismissal.

Permanent Termination from the program negates that student from re-admission to the program forever.

Student Probation

Phlebotomy Training Specialists do not put students on probation.

Facilities and Equipment

Our schools are located at:

School Address-

Mission Viejo- 27285 Las Ramblas Suite 245 Mission Viejo, CA 92691

National City- 22 W 35th St. Suite #104A National City, CA 91950

Riverside- 3610 Central Avenue Ste. 201 Riverside, CA 92506

San Bernadino- 1845 Business Center Drive Suite 108 San Bernardino, CA 92408

San Diego- 4550 Kearny Villa Rd, Suite 105, San Diego, CA 92123

Victorville- 16519 Victor Street Suite 323 Victorville, CA 92395

West Covina- 933 S. Sunset Avenue #201 West Covina, CA 91790

Westminster- 9141 Bolsa Ave Suite 304 Westminster, CA 92683

Home Office- 1971 W. 700 N. Suite 102 Lindon, UT 84042

Students will have hands-on training on modern medical equipment and informative lectures. Large whiteboards, televisions, diagrams, and videos will be provided to enhance classroom activities and didactic learning. The classroom is well-lit, air-conditioned, heated, ventilated, and appropriate for an educational site. Parking is sufficient and conveniently located nearby. Phlebotomy Training Specialists does

not provide housing or transportation.

The facility and equipment used fully comply with all federal, state, and local ordinances and regulations, including the requirements for fire safety, building safety, handicaps, access, and health.

Educational Services

The class is 20 hours in length, offered in the afternoon. There is no distance education for this class. All the instruction is classroom instruction, and there are no additional fees to make up classes because we allow all students to return to the class free of charge once they have completed the class one time.

Phlebotomy Training Specialists continually changes its curriculum to meet industry standards and safety/equipment updates.

Previous Credits

Phlebotomy Training Specialists does not grant credit to students for other courses taken in the field of Phlebotomy, Nursing Assistant Training, or any other field. This course is a stand-alone course, and no reduced tuition, nor will reduced hours of participation be given.

Transfer of Credits

The transferability of credit and credentials earned is at the sole discretion of the receiving school. Acceptance of the certificate students earn in the Phlebotomy Technician Training course is also at the complete discretion of the institution to which they may transfer. If the certificate is not accepted at the institution to which students may transfer, they may be required to repeat some or all of their coursework at that institution. For this reason, students should make certain that the program with Phlebotomy Training Specialists will meet their educational goals.

Student Grievance Procedure

Should a student have a complaint with Phlebotomy Training Specialists, then the following steps shall be taken by him/her.

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.
2. Students may state the grievance in writing to the administrator or designee. Please submit the written request within **60 days** of the occurrence to the COO, Alexis Treu- alexis@phlebotomyusa.com or 701-404-9434. She will

then assist you in resolving your concerns. She will investigate the grievance within 5 business days of receiving the complaint by contacting the student via email or phone to set up a meeting. In the meeting, she will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification of the resolution will be sent via email to the student within 10 days after the student meeting.

3. In her absence, you can contact the Student Service Manager at info@phlebotomyusa.com or **801-669-2056**. They will contact the student within 5 days or receive the complaint via email or phone to set up a meeting. In the meeting, they will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. The Student Services Manager will consult with the School/Company President and written notification via email of the resolution will be sent to the student within 10 days after the meeting.
4. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website www.bppe.ca.gov.

Refund Policy

After the commencement of class, and within 30 days if the student quits attending class, or requests to withdraw will be refunded according to the calculation below. Lab Supplies will be refunded based on usage (see calculation below). If more than 60% of the class has been attended, then no refund will be issued. National Exam Fees are fully refundable for students who withdraw and have not attempted the National Exam. Textbooks once distributed to the student are not eligible for a refund.

****All requests to withdraw must be submitted in writing to
info@phlebotomyusa.com Refund Policy**

PRO-RATA REFUND CALCULATION (used only when the student has attended less than 60% of class):

Amount Paid – (\$26.25 x # of hours attended [for tuition]) + \$250 Registration Fee + \$25 Text Book + (\$7.50 x # hours attended [for lab supplies])

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. If you obtain a loan to pay for the educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If

you default on a federal or state loan, both the following may occur:

(1) The federal or state government or a loan guarantee agency may take action against you, including garnishing an income tax refund; and

(2) You may not be eligible for any other government financial assistance at another institution until the loan is repaid. Phlebotomy Training Specialists does not offer any distance education for this course.

Fax - 1-385-327-2084

Email – info@phlebotomyusa.com

Mail – 1971 W 700 N, Suite 102, Lindon, UT 84042

Refunds will only be issued back to the original card used in the transaction. If the card is no longer active, we can send a check which will require a 3% processing fee, and can only be issued to the original card holder. In the case that a student quits attending class, OR requests a refund after the “three-business-day-cooling-off-period”, but within 30 days we will refund based on the following attendance schedule. After 30 days, NO REFUNDS will be given.

**All requests to withdraw must be submitted in writing to payments@phlebotomyusa.com.

Student Disclosures

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

As a prospective student, you are encouraged to review this catalog before signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you before signing an enrollment agreement.

Student Eligibility, Accommodations, and Performance Policy

Phlebotomy Training Specialists is committed to providing equal educational opportunities to all students, including those with disabilities, in compliance with the Americans with Disabilities Act (ADA). This policy outlines our commitment to inclusivity while maintaining the necessary standards for students participating in the Phlebotomy Program.

Phlebotomy Training Specialists does not discriminate on the basis of disability and is committed to providing reasonable accommodations to qualified students with disabilities to ensure equal

Accommodations

Phlebotomy Training Specialists is committed to providing reasonable accommodations to students with disabilities to facilitate their participation in the ECG Technician Training Program. Accommodations will be determined on a case-by-case basis in consultation with the student and the institution's Student Services.

Chaperones

Chaperones or personal assistants are not allowed in the ECG Technician Training classroom to assist students during the course. All students are expected to participate independently and demonstrate proficiency.

Assessment and Reasonable Modification

Students' abilities to successfully participate in the ECG Technician Training Program will be assessed based on their performance in the classroom. This includes their ability to perform the duties of an ECG Technician effectively. Phlebotomy Training Specialists may consider reasonable modifications to accommodate students with disabilities, provided that such modifications do not fundamentally alter the essential requirements of their course or compromise patient safety.

Library

The learning resource library is available from the student account, and can be accessed at anytime from anywhere. This learning resource library is available to all students, current and graduated to keep up to date as the source material is updated.

Housing

Phlebotomy Training Specialists does not maintain dormitory facilities. **The school does not have responsibility to find or assist students in locating housing.**

Distant Education

Phlebotomy Training Specialists does not offer any distance education for this course.

Course Description:

The objective of this class is to prepare students to collect heart rhythms and vital signs by Electrocardiograph (ECG). The class is 20 hours in length. Lab skills and hands-on training is held after the didactic portion is delivered. Live person ECG attachment and actual in-person rhythm strips are gathered, printed, and examined

as part of the course in order to gauge student proficiency.

2024 ECG Technician Syllabus
SOC code: 29-2031

Course Description:

The objective of this class is to prepare students to collect heart rhythms and vital signs by Electrocardiograph (ECG). The class is 20 hours in length. Lab skills and hands-on training is held after the didactic portion is delivered. Live person ECG attachment and actual in-person rhythm strips are gathered, printed, and examined as part of the course to gauge student proficiency.

<u>ECG</u>	<u>Pages Video</u>	<u>Hours</u>		<u>Competencies</u>	<u>Assessment</u>
		<u>Didactic</u>	<u>Lab</u>		
<u>Class One</u> <u>Introduction to ECG</u> Section One - Two: Pages 1 - 12 Section Three - Five: Pages 13-18 Section Six: Pages 19-21 Section Sixteen: Page 57		Total Hours 2.6	Total Hours 1.4		Self-Evaluate with review questions at home
Electronic Paperwork / Classroom Rules / Introductions	n/a	30 min	n/a	n/a	n/a
Sections One - Two The Duties of an ECG Technician	Pages 1 - 12, 57	30 min	n/a	Students will learn the basic duties of an ECG technician.	Quiz Visual
Sections Three - Five About the ECG	Pages 13 - 18	30 min	n/a	Student will learn ECG basic operation including Leads and Rhythm recognition	Quiz Visual
Break	n/a	15 min	n/a	n/a	n/a
Section Six Vital Signs	Pages 19 - 21	35 min	n/a	Students will define what are the body's vital signs.	Quiz Visual
Hands-On Time Vital Signs	n/a	n/a	25 min	Students will practice taking vital signs	Participation
Demonstration & Practice SPO2	n/a	n/a	45 min	Students will learn how to read the percentage of oxygen inside one's blood.	Demonstration Participation
Professionalism, Privacy, and Expectations Discussions	n/a	n/a	15 min	Students and instructors will discuss professionalism, privacy,	Participation

				and expectations.	
Clean-up	n/a	15min	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 1 – Introduction to ECG

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Evening or Afternoon

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course consists of lecture instruction. Instructional strategies include lecture, demonstration, discussion, and presentations.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Demonstrate the proper technique when taking a patient’s full vitals.
2. Understand the basic duties and responsibilities of an ECG technician.
3. Identify what are vital signs including; blood pressure, pulse, respirations, temperature, and pulse oximeter
4. Identify how to read the percentage of oxygen in someone’s blood using a SPO2 test

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 1 – Introduction to ECG

Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student’s ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

ECG		Pages Video	Hours		Competen cies	Assessment
			Didactic	Lab		
Class Two ECG Anatomy & Electrode Placement Section Seven-Eight: Pages 22-26 Section Nine-Ten: Pages 29-32			Total Hours 2.1	Total Hours 1.9		
Welcome & Attendance		n/a	10 min	n/a	n/a	n/a
Review Class #1		n/a	10 min	n/a	Student will recall the 1st class with the instructor	Visual
Sections Seven-Eight Anatomy of the Heart		Pages 22-26	40 min	n/a	Students will understand the energy pathways of the heart.	Visual
Sections Nine-Ten The Rhythm Strip		Pages 29-32	30 min	n/a	The students will be able to define what is a heart rhythm.	Visual
BREAK		n/a	15 min	n/a	n/a	n/a
Electrode Placement		n/a	n/a	30 min	Students will learn the purpose and technique behind Electrode Placement	Participation
Demonstration Electrode Placement		n/a	n/a	25 min	Students will observe the demonstration	Demonstration
Hands-On Time Electrode Placement		n/a	n/a	60 min	Students will practice placing electrodes.	Participation
Clean-up		n/a	20 min	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 2 – Anatomy & Electrode Placement

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Evening or Afternoon

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course combines oral evaluation and written exam.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Define and understand the different details an ECG can give.
2. Demonstrate comprehension of the purpose of electrode placement
3. Demonstrate comprehension of the technique for electrode placement

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 2 – Anatomy & Electrode Placement

Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

ECG	Pages Video	Hours		Competencies	Assessment
		Didactic	Lab		

Class Three Waveforms & Additional Practice		Total Hours 1.75	Total Hours 2.25		Self-Evaluate with review questions at home
Section Eleven-Twelve: Pages 35-41 Section Thirteen-Fourteen: Pages 43-49					
Welcome and Attendance		10 min	n/a	n/a	n/a
Class #2 Review <i>Leads</i>	Pages 35-41	50 min	n/a	Students will differentiate between bipolar and unipolar leads.	Quiz Visual
Sections Thirteen - Fourteen <i>Waveforms</i>	Pages 43-49	30 min	n/a	Students will learn to identify problems from the waveforms on the ECG.	Quiz Visual
BREAK	n/a	15 min	n/a	n/a	n/a
ECG Practice	n/a	n/a	75 min	Students will practice what they have learned up to this point.	Practice
Vital Signs Practice	n/a	n/a	45 min	Students will continue to practice taking vital signs.	Practice
Clean-up	n/a	n/a	15 min	n/a	n/a

CLASS/MODULE TITLE: Class 3 – Waveforms & Additional Practice

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Afternoon or Evening

COURSE/MODULE LENGTH: **4 Course Hours**

INSTRUCTIONAL STRATEGIES: This course consists of lecture instruction. Instructional strategies include lecture, demonstration, discussion, and presentations.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Differentiate between bipolar and unipolar leads
2. Take a patient's vital sign with continued improvement.
3. Identify the types of problems waveforms can produce on the ECG.

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1

(2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 3 – Waveforms & Additional ECG Practice Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student’s ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

ECG	Pages Video	Hours		Competencies	Assessment
		Didactic	Lab		
<p>Class Four Holter Monitors/Friends & Family Section Fifteen - Pages 51-55 Section Sixteen - Pages 57-59</p>		Total Hours 2.25	Total Hours 1.75		
<p>Welcome and Attendance</p>	n/a	10 min	n/a	n/a	n/a
<p>ECG Class #3 Review <i>Disorders & Emergencies</i></p>	Pages 51-55	50 min	n/a	Students will learn how to recognize cardiac emergencies on the ECG	Visual
<p>Section Sixteen <i>Holter Monitors</i></p>	Pages 57-59	30 min	n/a	Students will learn how to correctly operate the Holter Monitor.	Visual

BREAK	n/a	15 min	n/a	n/a	n/a
Hands-On Time ECG Practice	n/a	n/a	75 min	Students will continue practice taking an ECG	Practical
Hands-On Time Vital Signs Practice	n/a	n/a	30 min	Students will continue practice taking Vitals Signs	Practical
Clean-up	n/a	30 min	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 4 – Holter Monitors/Friends & Family

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Afternoon or Evening

COURSE/MODULE LENGTH: 4 Course Hours

INSTRUCTIONAL STRATEGIES: This course consists of lecture instruction. Instructional strategies include lecture, demonstration, discussion, and presentations.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Recognize cardiac emergencies on the ECG.
2. Explain the duties and responsibilities of an ECG technician.
3. Demonstrate care and maintenance of equipment when taking patient's vitals.

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class 4 – Holter Monitors/Friends & Family Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

<u>ECG</u>		<u>Pages Video</u>	<u>Hours</u>		<u>Competencies</u>	<u>Assessment</u>
			<u>Didactic</u>	<u>Lab</u>		
Class Five ECG Practical & National Exam ASSESSMENTS			n/a	Total Hours 4		
Welcome and Attendance		n/a	n/a	10 min	n/a	n/a
ECG Practical Exam Student Vitals Demonstration and Sign-Off		n/a	n/a	40 min	Students will demonstrate how to take a patient's vitals as part of their practical exam.	Exam
ECG Practical Exam Student ECG Demonstration and Sign - Off		n/a	n/a	85 min	Students will demonstrate how to perform an ECG as part of their practical exam.	Exam
BREAK		n/a	n/a	n/a	n/a	n/a
Written Exam		n/a	n/a	90 min	Students will take the written ECG National Exam	Exam
Clean-up		n/a	n/a	n/a	n/a	n/a

CLASS/MODULE TITLE: Class 5 – ECG Practical & Written Exam

PREREQUISITE: NONE

INSTRUCTOR: TBD

COURSE/MODULE SCHEDULE: Afternoon or Evening

COURSE/MODULE LENGTH: 4 Classroom Hours

INSTRUCTIONAL STRATEGIES: This course combines oral evaluation and written exam.

COURSE OBJECTIVES: Upon successful completion of this course, the student will be able to:

1. Complete the ECG practical skills.
2. Complete the written exam.

TEXTS:

The Fundamental Guide to Electrocardiograms; A Competency Based Approach, Volume 1 (2022) /Entry Level Technician

ISBN Number- 979-8-218-12499-1

GRADING REQUIREMENTS: The course is not graded, it is a pass/fail course. As the course progresses the instructors determine through quizzes in each section and the hands-on skills of the students if they are keeping up with the rest of the class. Remedial training is provided if it is found that a student is not progressing. Likewise, students are allowed to attend another ECG course in subsequent months, free of charge, for additional training. Students must pass 70% of the modules in order to continue and stay on track for graduation.

Grading System

Class # 5 – ECG Practical and Written Exam

Pass / Fail

ATTENDANCE REQUIREMENTS: Attendance is mandatory for all students regardless of their current level of knowledge. This course is not graded, it is a pass/fail course, and insufficient attendance can affect the student's ability to pass. Students must attend all 20 hours. If a student misses any of the first four hours of class, they will be removed from the course, and they will be required to enroll in another schedule. There is a 15-minute grace period at each class, after which the student will be considered tardy, and that time will have to be made up in 30-minute increments.

MAKE-UP WORK: If a student misses a portion of the class, they can make it up at any of the other modules that are teaching the same class during a subsequent month. There will not be a charge for make-up or practice. Contact Student Services at 888-531-8378 for assistance in scheduling.

Textbook

NHCO-National Healthcare Certification Organization
The Fundamental Guide to Electrocardiograms; A competency-based approach.
Edition Number: First Edition/Entry Level Technician
ISBN: 979-8-218-12499-1

Holder in Due Course Statement

*Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor.
(FTC Rule effective 5-14-76).*

Accreditation Status

Intelvio, LLC d/b/a Phlebotomy Training Specialists does not hold regional, national or programmatic accreditation from a U.S. Department of Education approved accreditor. The School does not participate in federal or state student aid programs.

Intelvio, LLC d/b/a Phlebotomy Training Specialists, students are eligible to sit for certification examinations from the relevant training oversight organizations (National Healthcareer Certification Organization).

This Catalog is updated on the last week of December each year.

If this catalog is requested, it will be mailed, emailed, or made available for pickup at any of our locations. It is also available on our website at www.PhlebotomyUSA.com

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