



Phlebotomy Technician

Aligned to Qualification Pack: HSS/ Q0501,

NSQF Level 3

Sector Skill Council: Healthcare Sector Skill Council

SYLLABUS

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Course Objective

Sl.No.	Training Outcomes
1.	After undertaking the for Phlebotomy technicians individuals shall be capable of collecting and preparing blood samples which shall undergo laboratory testing.
2.	The individuals trained for the occupation of Phlebotomy technicians can draw quality blood samples from patients and prepare those specimens for medical testing.
3.	The individuals shall be trained to mark the extracted blood with the correct specification to curb the chances of it getting lost.
4.	Gaining skills required by a phlebotomy technician to prepare and maintain the equipment and supplies used during blood withdrawing procedures.
5.	Individuals trained for the occupation of Phlebotomy technicians shall be sensitised on the importance of making their patients pacified in order to be able to conclude the process of extraction and collection of blood in a smooth manner.
6.	The individuals shall gain expertise in the techniques and tricks involved in minimising the pain and discomfort of the procedure when extracting blood from patients.
7.	The individuals shall also be trained to observe the physical state of the patient and keep notes of the same.

Course Anatomy

Total duration of the course	300 Hours – 4 months including theory, Practical and OJT 2 months Out of 300 hours, 250 hours shall be allocated to NOS modules weeks
	Theory : 135 hours
	Practical :165 hours
Course structure	15 NOS modules
Assessment Criteria	Assessment will be for total 300 marks of which 100 marks are for theory and 200 marks for practical. Each NOS will assessed both for theoretical knowledge and practical The assessment for the theory part will be based on knowledge bank of questions created by the SSC

Curriculum/Syllabus- Summary

Module No.	Module Name	Applicable NOS Code	Module Duration (Hours)	Theory (Hours)	Practical (Hours)
1	Bridge Module (Market, Profession & Customer Orientation, and course induction	NA	4	4	
2	Overview of Anatomy and Physiology	NA	40	40	0
3	Interpret test request forms	HSS/N0501	10	4	6
4	Prepare an appropriate site for obtaining blood samples	HSS/N0502	10	4	6
5	Prepare and maintain necessary equipment and supplies	HSS/N0503	16	10	6
6	Draw blood specimens from patients using correct techniques	HSS/N0504	85	15	70
7	Prepare and label the blood samples for test, procedures and identification purposes	HSS/N0505	20	5	15
8	Transport the blood samples to the laboratory	HSS/N0506	10	5	5
9	Assist the patient before, during and after collection of the specimen	HSS/N0507	25	10	15
10	Update patient records	HSS/N0508	20	6	14
11	Follow all safety and infection control procedures	HSS/N0509	15	5	10
12	Collate and communicate health information	HSS/N9601	4	4	0
13	Ensure availability of medical and diagnostic supplies	HSS/N9602	4	4	
14	Practice Code of conduct while performing duties, Act within the limits of one's competence Authority, Work effectively with others and Manage work to meet requirements	HSS/N9603, 04,05,07	4	4	
15	Maintain a safe , healthy and secure working environment	HSS/N9606	6	3	3
16	Follow biomedical waste disposal protocols	HSS/N9609	10	4	6
17	Monitor and assure quality	HSS/N9611	10	5	5
18	Communicating with patients, Personality development and grooming	Auxiliary	7	3	4
TOTAL			300	135	165

Curriculum and Course Coverage

1) Bridge Module (Market, Profession & Customer Orientation, and course induction)

- a) Knowledge of market for the Phlebotomy Technician profession & Information on job/career opportunities and prospects
- b) b) Induction to the course and course structure, Job Responsibilities of a Phlebotomy Technician & Customer/patient expectations and centricity

2) Overview of Anatomy and Physiology

- a) Introduction to Anatomy and Physiology
- b) Introduction to Anatomical Terminologies
- c) Introduction to cell
- d) Introduction to Cell organelles
- e) Introduction to Organs and Organ Systems
- f) Organ systems (Skeletal system & Muscular System)
- g) Organ Systems (Digestive system & Endocrine system)
- h) Organ Systems (Cardiovascular system)
- i) Hematology
- j) Organ Systems (Nervous system & Urinary System)
- k) Clinical Pathology

3) Interpret test request forms

- a) Discuss How to establish a routine that is comfortable for patient in preparing for blood specimen collection & How to verify that a patient is the same as the one described on the requisition or physician order
- b) Discuss How to ensure that the patient's name, medical record number and date of birth information on the ID armband must exactly match the information on the laboratory requisition or label & Discuss All protocols for establishing the identification of patient
- c) Discuss All safety and hygiene measures & Discuss Basic medical terms and principles related to phlebotomy

4) Prepare an appropriate site for obtaining blood samples

- a) General and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures & Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders

- b) Discuss How to locate and determine a site suitable for puncture & How to clean and prepare the suitable site for venipuncture & Discuss Relevant information on health, safety, and security at the healthcare provider & Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres & Discuss How to engage with the medical officer for support in case the situation is beyond one's competence & The importance of health, safety, and security protocols followed by the health care provider.

5) Prepare and maintain necessary equipment and supplies

- a) How to make sure everything is well stocked & How blood collection needles are used to perform a venipuncture & how tourniquets are used to build pressure in the vein and allow blood to flow easily into vials
- b) Discuss How to use needle holders that attach the needle to a vial ,How to use vacuum tubes or vials that have different tops that are used to distinguish which vial to use & how to place gauze on the site of the blood draw.

6) Draw blood specimens from patients using correct techniques

- a) Discuss How to puncture only the uppermost wall of the vein , how to remove the tourniquet before removing the needle & Discuss How to use the major superficial veins & how to make sure the needle fully penetrates the uppermost wall of the vein.
- b) Discuss How to apply pressure to the venipuncture site & how to prevent haemolysis (which can interfere with many tests) & Discuss How to mix tubes with anticoagulant additives gently 5-10 times ,how to avoid drawing blood from a hematoma & how to avoid drawing the plunger back too forcefully, if using a needle and syringe, or too small a needle, and avoid frothing of the sample.
- c) Discuss how to make sure the venipuncture site is dry ,How to avoid a probing, traumatic venepuncture & how to avoid prolonged tourniquet application or fist clenching

7) Prepare and label the blood samples for tests procedures and identification purposes

- a) **How to apply pressure to the venipuncture site & How to prevent haemolysis (which can interfere with many tests)**
- b) **How to mix tubes with anticoagulant additives gently 5-10 times & How to avoid drawing blood from a hematoma**
- c) **How to avoid drawing the plunger back too forcefully, if using a needle and**
- d) **syringe, or too small a needle, and avoid frothing of the sample**
- e) **How to make sure the venipuncture site is dry ,How to avoid a probing, traumatic venepuncture & How to avoid prolonged tourniquet application or fist clenching**

8) Transport the blood samples to the laboratory

- a) Discuss Protocols for blood sample transport & All relevant and appropriate safety and hygiene measures associated with blood sample transport

9) Assist the patient before, during and after collection of the specimen

- a) Discuss All protocols during the procedure & All safety and hygiene measures
- b) Avoid using jargon, slang or acronyms when communicating with patient/donor & Distinguish between patterns of communication when communicating with patients of all ages & Use proper manner for greeting and interacting with patients
- c) Discuss the protocol for preparing a patient for laboratory testing & Update patient medical records & Perform basic clerical tasks and assist patients as needed

10) Update patient records

- a) Discuss Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres with regards to updating patient records
- b) Performing Computer data entry of patient information and blood test & Updating patients records and keeping track of the data and information

11) Follow all safety and infection control procedures

- a) How to comply with an effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/services)
- b) How to maintain personal protection and prevent the transmission of infections from person to person & Discuss Hand hygiene ,types and steps of hand washing.

12) Collate and communicate health information

- a) Communicate health information to community members, their family or others in response to queries or as part of health advice and Counselling

13) Ensure availability of medical and diagnostic supplies

- a) Discuss Guidelines on anticipating demand for medical and diagnostic supplies & Contents of all diagnostic, medical kits & Guidelines on procurement and storage of medical and diagnostic kits.
- b) How to arrive at actual demand for medical and diagnostic supplies,how to anticipate demand ,how to maintain/ safely store existing supplies ,how to maintain records of available supplies & how to request additional supplies

14) Practice Code of conduct while performing duties, Act within the limits of one's competence

Authority,Work effectively with others and Manage work to meet requirements

- a) Know one's job role & responsibility & Recognize the job role and responsibilities of co workers
- b) Work in accordance with legislation, protocols and guidelines & Working with other people to meet requirements

- c) Sharing information with others to enable efficient delivery of work & Communicating with other team members and people internal or external to the organisation
- d) Establish ,Plan,organise work and manage requirements
- e) Ensure accomplishment of the requirements Develop oneself further in the organisation
- f) Recognizing the guidelines and protocols relevant to the field and practice,Following the code of conduct as described by the healthcare provider & Demonstrating best practices while on the field

15) Maintain a safe , healthy and secure working Environment

- a) Complying the health, safety and security requirements and procedures for Workplace
- b) Handling any hazardous situation safely, competently and within the limits of authority & Reporting any hazardous situation to ensure a safe, healthy, secure working environment.
- c) Discuss about Fire safety and its implementation in emergency site .Also discuss various kind of extinguisher,its operation and application

16) Follow biomedical waste disposal protocols

- a) Classification of the Waste Generated, Segregation of Biomedical Waste & Proper collection and storage of Waste
- b) To learn about disposal of bio-medical waste –colour coding, types of containers, transportation of waste, etc.
- c) Discuss what is BIOMEDICAL WASTE ,its effects on us/environment and improper disposal of BMD leads to what kind of HAZARDS

17) Monitor and assure quality

- a) Monitor treatment process/outcomes,Identify problems in treatment process/outcomes & Solve treatment process/outcome problems
- b) Attend class/read publications to continue industry education & Identify needs and expectations of patient/health care professionals
- c) Discuss what is QUALITY CONTROL AND QUALITY ASSURANCE.Discuss difference between these two.

18) Communication, Personality Development and Grooming

- a) Communicating with patient
- b) Verbal and non verbal communication
- c) Presenting oneself
- d) Managing stress and time in healthcare environment
- e) Confidence building