



**Patient Care Technician
Program
Student Handbook**

Welcome

This handbook is designed to provide you with the information needed throughout the Patient Care Technician Program. The Program standards, policies, and procedures are delineated. You are also governed by the policies outlined in the Malcolm X College Catalog and the City Colleges of Chicago Student Handbook. You are responsible for becoming thoroughly familiar with the contents of each of these.

You play an active role in the learning process and learning is your responsibility. You must read all the assigned readings and come to class prepared to discuss the material. You are also expected to utilize the technical resources available.

The health science department is here to assist you in your learning journey; we are committed to your success!

Dean of Health Sciences, Director and Faculty.

Mission

The mission of the Malcolm X College Patient Care Technician Program is to educate and graduate competent members to enter the field as an entry level Patient Care Technician. Individuals will provide high quality health care by being compassionate and delivering robust quality care.

Program Outcomes

1. Perform basic infection control practices in the Healthcare setting.
2. Use effective skills to draw blood and accurately label tubes
3. Perform basic 12-lead ECG technique and interpretation.
4. Perform basic patient care skills.
5. Communicate with a diverse patient population using written and oral communication and listening skills in interactions.

Student Learning Outcomes

Student learning outcomes serve to guide students toward fulfilling program outcomes. They form the basis for measuring what the student has accomplished upon completion of the program. In addition, these program outcomes provide the foundation for specific course objectives, found in the syllabus of every Patient Care Technician course. The following student learning outcomes can be found in the syllabus of Health Professions (PCT) 101:

1. Demonstrate characteristics of health care professionals.
2. Identify the health care hierarchy in hospitals and clinics and the patient care technician's role as a member of this team.
3. Communicate with patients and other health care team members using proper medical terminology.
4. Demonstrate proficiency in the skills required for primary patient care.
5. Apply universal precaution for safety and infection control in patient care settings.
6. Apply best practice procedures in a clinical laboratory setting.
7. Demonstrate proficiency in the anatomy and physiology of the cardiovascular system, anatomical structures and terminology in order to relate areas of the clinical laboratory to general pathologic conditions associated with the body systems.
8. Identify the veins of the arms, hands, legs and feet on which phlebotomy is performed.
9. Explain the functions of the major constituents of blood and differentiate between serum and plasma.
10. Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.

11. Discuss the cardiac cycle and how it relates to an ECG.
12. Explain the procedures and purpose for conducting and ECG procedure.
13. Identify normal and abnormal ECG wave patterns.
14. Prepare and perform a patient for the procedures for resting and standing 12-lead ECG testing.

Academic Integrity

Academic dishonesty is a serious offense, which includes but is not limited to the following: cheating, complicity, fabrication and falsification, forgery, and plagiarism. Cheating involves copying another student's paper, exam, quiz or use of technology devices to exchange information during class time and/or testing. It also involves the unauthorized use of notes, calculators, and other devices or study aids. In addition, it also includes the unauthorized collaboration on academic work of any sort. Complicity, on the other hand, involves the attempt to assist another student to commit an act of academic dishonesty. Fabrication and falsification, respectively, involve the invention or alteration of any information (data, results, sources, identity, and so forth) in academic work. Another example of academic dishonesty is forgery, which involves the duplication of a signature in order to represent it as authentic. Lastly, plagiarism involves the failure to acknowledge sources (of ideas, facts, charges, illustrations and so forth) properly in academic work, thus falsely representing another's ideas as one's own (City Colleges of Chicago).

The City Colleges of Chicago is committed to the ideals of truth and honesty. In view of this, students are expected to adhere to high standards of honesty in their academic endeavor. Plagiarism and cheating of any kind are serious violations of these standards and will result, minimally, in the grade of "F" by the instructor (City Colleges of Chicago).

Admission Requirements

Students who are eligible for English 101 may apply to the Patient Care Technician Program. The following courses must be taken currently to complete the Patient Care Technician Program:

1. Certified Nursing Assistant (CNA)
2. English 101
3. Biology 116 or 121
4. Health Professions (PCT) 101
5. Health Professions 102

Uniform Attire

Students must adhere to the following uniform while enrolled into the Patient Care Technician Program:

1. White lab coat
2. Red uniform top/slacks.
3. Students' must wear their uniform when they are in class setting and during lab sessions.
4. School embroider should be applied to the left pocket of lab coat and uniform top
5. School ID is to be worn at all time.
6. White or black shoes (leather enclosed or athletic shoes)
7. Uniforms are to be clean and wrinkle free

Required Program Materials

1. Watch with a second hand
2. Bandage scissors
3. Stethoscope and blood pressure cuff
4. Note pad
5. Black ink pen

National Healthcare Association (NHA) Examination Eligibility

Students who successfully complete the Patient Care Technician Program are eligible to sit for their CPCT-A administered through the National Healthcare Association. The application fee is \$150 that is non-refundable and must be paid by the student directly to NHA. If students fail the exam, they are allowed to re-test within 30-days and must pay an additional \$150.

Lab Procedures

Lab is a requirement of the Patient Care Technician Program. The following are important to understand:

1. You will receive instruction from Malcolm X College instructional staff in medically accepted techniques and procedures for the drawing and handling of blood and blood products. These procedures will be strictly enforced by the faculty of Malcolm X College at all times.

2. A component of the Lab class, will involve performing blood draws on fellow students and having fellow students perform blood draws on me. This component contains any and all risks associated with blood draws and the study of phlebotomy as a clinical procedure encountered by a Patient Care Technician.
3. No student in the Patient Care Technician Program has been required to be tested for HIV, or any other blood-transmitted disease.
4. I do hereby agree to participate in the voluntary EKG testing by fellow classmates. Each student will perform twenty (20) EKG leads on one another. An electrocardiogram (EKG) is a non-invasive test that measures the electrical activity of the heart and can detect certain heart abnormalities.

Non-Academic Formal Complaint Filing Procedure

The Complaints/Compliments Management System is an online portal, whereby City Colleges of Chicago (CCC) students, faculty, staff, and community members can submit a formal complaint or compliment regarding an academic or non-academic matter. Complaints and/or compliments can be submitted here.

Procedure for Filing a Formal Non- Academic Complaint

Students, faculty, staff, and community member, once into the system must first select to file a complaint and select the appropriate CCC college location associated with the compliment or complaint. Next, the individual is required to select the appropriate category and select to provide supporting documents. Once the complaint is submitted, a notification is sent to the arbiter and a copy of the complaint and confirmation of the receipt is sent to the filer.

Each college department with a complaint category assigned to them has a department lead (arbiter) designated to process the complaint and resolve issues in a timely manner. Per the CCC policy for grievances [or complaints] outside of the grade appeal process, students receive a response within five business days. A response may include but is not limited to: a request for further information, a suggested resolution, or a final disposition. In the event a student wants to appeal a decision or is dissatisfied with the outcome, an appeal can be filed.

Oversight of Complaint Management System

All complaints are tracked from initial submission to final disposition and archived within Complaints/Compliments System. The Complaints/Compliments System is monitored by Malcolm X College's Ombudsman. Oversight of timely resolution of complaints through the system, in accordance with the CCC Non-Academic Student Complaint Policy, is managed by a designated administrator (or Ombudsman) at each college.

Grade Appeals

Please follow the grade appeal process found in the Academic and Student Policy Manual.

Non-Discrimination

Malcolm X College and the Patient Care Technician Program do not discriminate based on race, color, creed, religion, national origin, handicap, age, sex, sexual orientation or marital status in admission to and participation in its educational programs, College activities, and services, or in its employment practices. The College does not tolerate sexual harassment by or of its students or employees. Inquiries regarding compliance with state or federal nondiscrimination requirements and/or sexual harassment may be directed to the Dean of Student Services. In accordance with Section 504 of the 1973 Rehabilitation Act, Malcolm X College wishes to make every effort to facilitate learning by those persons broadly defined as handicapped or disabled. Students who believe they will need assistance to participate in coursework should notify the Disability Access Center.

Americans with Disabilities Act

Malcolm X College and the Patient Care Technician program acknowledges and adheres to the Americans with Disabilities Act (ADA) of 1990. Any student with a documented disability who is eligible for reasonable accommodations should contact the Disability Access Center as soon as possible.

Dismissal

If a student is dismissed from the Patient Care Technician Program for any reason, they may request a meeting with the Program Director to be considered for re-admission the following open term semester. It is the responsibility of the student to send a written request to the Program Director within 30 days to be considered.

Criminal Background/Drug Screen

Students who are accepted into the Patient Care Technician Program are not required to submit a background or drug test. Moreover, work eligibility is contingent upon the student's criminal background and drug screen.

Grading Scale

The following grading scale will be used in the Patient Care Technician Program:

A = 90- 100

B = 80 – 89

C = 75 – 79

D = 60 – 74

F = 60 OR BELOW

Pregnancy Policy

Ante Partum

The Patient Care Technician student will be permitted to remain in the program until the time of delivery provided a written clearance form from a physician, nurse practitioner, or physician's assistant must be submitted to the Program Director at the beginning of every semester until the conclusion of the pregnancy. The release must specifically describe in detail all limitations and non-limitations of her physical condition and permit her to meet all class objectives. The student will notify the instructor as soon as she confirms she is pregnant. This will ensure her being excluded from any experiences which would jeopardize both her safety and that of her unborn child.

Postpartum

The required procedure for the postpartum student is as follows: The student must present a written physician's clearance to the Program Director to return to classroom and lab activities, and the student must meet all objectives, both clinical and academic.

Social Media Policy

Students enrolled in Health Sciences and Nursing programs at Malcolm X College must adhere to the Social Media Policy. Students must abide by the Standards of Conduct listed in the Academic and Student Policy Manual.

Prohibitions

Students are prohibited from taking and/or recording and/or sharing photos or videos of classroom and lab spaces while class and/or lab session held on campus or at clinical sites. Students are prohibited from taking and/or sharing photos or videos of clinical sites at any time. Students are prohibited from making any reference to any patient in their care, any patient in the care of an instructor, or any patient in the clinical facility. Students are prohibited from revealing any information in violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Read more about HIPAA [here](#) and HIPAA for professionals [here](#).

Warnings

Students should be mindful of possible violations of HIPAA laws and the disclosure of individual identifying information. Ignorance of HIPAA laws is not a defense of violations and students who violate the law will be held to the standards of it regardless of knowledge or foreknowledge. Violating the social media policy and/or HIPAA law can result in immediate dismissal from the program and the student may be prohibited from being admitted into another MXC health sciences or nursing program.

As a student enrolled in a health care program, it is your responsibility to be aware that social media posts that reference activities in the classroom, lab, or clinical sessions of your health sciences program may inadvertently disclose protected information. Any inadvertent disclosure is subject to discipline under the prohibitions of this policy.

Penalties

Students in violation of the Social Media Policy are subject to disciplinary measures from their Program and/or the Department of Health Sciences and *depending upon the nature of the violation*, up to and including dismissal from the program and/or college. The judicial process as outlined in the [Academic and Student Affairs Policy Manual](#) will be followed for disciplinary matters. If a student is dismissed from the program/college for violation of this policy, no refund will be made regarding tuition, fees, and/or other Program costs.

Student Health Coverage Insurance

The District recognizes that certain courses of study and specific classes may place a Student at greater risk given the nature of the curriculum and associated laboratory, practicum or applied task required by the class syllabus. The District administers a Student Accident Health Plan (SAHP), for Students enrolled in certain courses of study during the period of time the Student is engaged in official activities associated with the class, laboratory, practicum or applied task. While the District administers an SAHP, Students of Malcolm X College Health Sciences Programs are encouraged to have healthcare insurance coverage that will ensure the appropriate level of coverage should he/she be injured while engaged in any official course, lab or clinical activities on Malcolm X College premises and/or while engaged in such activities at an assigned

clinical facility. SAHP coverage may not cover the full amount of health costs associated with an injury incurred while performing program related tasks associated with a course, lab or clinical. Students are required to report any injury immediately to the instructor present and to the Dean of the program for which he/she is currently enrolled.

Student Malpractice/Liability

The District recognizes the need for students enrolled in health care curriculum to apply skills and techniques garnered in the classroom in a practical and professional setting. To that end, Malcolm X College contracts with health care institutions, health service agencies, and community organizations to accept its students in clinical practice as required by programs of study. Certainly, the Institutions, agencies, and practitioners accepting students require assurances that commercial Insurance is in place to protect the Institution against claims that may arise out of the actions of the Students.

Students are responsible for any malpractice claims levied against them [personally] for actions that occur outside of scheduled clinical practice time.

For both individual health insurance coverage and student malpractice/liability insurance, students must adhere to the policies of the program and for any clinical site at which he/she is placed.

Course Syllabus

The course syllabus is the document that is presented to each student on the first-class meeting of each course. It provides all necessary information pertaining to the course, answers most questions and establishes the basic format between instructor and students. The rationale and objectives necessary for mastery of the subject matter of the course are also included.

Course Evaluation

At the midpoint of the course, each student will have the opportunity to anonymously evaluate the course content and instructor. The results of these evaluations will be used to improve the quality of instruction.