



PHLEBOTOMY

TRAINING SPECIALISTS

Ohio Course Catalog

4700 Rockside Rd, Suite 140,
Independence, OH 44131
Registration NO. 2102

5900 Roche Drive, Suite 115,
Columbus, OH 43229
Registration NO. 2168

4675 Cornell Rd, Suite 185,
Cincinnati, OH 45421
Registration NO. 2204

3401 Enterprise Parkway, Suite 210
Beachwood, OH 44122
Registration NO. 2284

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701-404-9434

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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.

Junhyon Park is the Chief Financial Officer (CFO) of Phlebotomy Training Specialists. He brings over 25 years of professional experience, including senior leadership roles at some of the world's most respected companies such as Walmart and Samsung Mobile. He has also served as CFO and Vice President of Finance at both publicly traded and privately held companies, including 1-800 CONTACTS, Nature's Sunshine, Blue Source, American Crafts LLC, etc. He holds a Bachelor of Science in International Business Management from Brigham Young University—Hawaii and an MBA in Finance from Brigham Young University—Provo. Junhyon is also a Chartered Financial Analyst (CFA) charterholder. Before completing his MBA, Junhyon served in the military, including assignments in Korea and Somalia as part of the United Nations Peacekeeping Operations.

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.

Administration

Brian Treu - CEO & Owner
Alexis Treu - COO
Junhyon Park – CFO
Adrienne Current- Bookkeeping
Monica Sanborn - VP of Licensing and Compliance
Kailey Kay & Miranda Garcia - Student Services Management
Ericha Dick- Directors of Training

Faculty

<u>Name</u>	<u>Location</u>	<u>Position</u>
Amy Manhole-Hall	<u>Cincinnati</u>	<u>PM / WKD</u>
Bianca Mosley	<u>Cincinnati</u>	<u>AM / WKD</u>
Cirneia Henderson	<u>Cincinnati</u>	<u>PM</u>
Couralisa Little	<u>Cincinnati/ East Cincinnati</u>	<u>WKD</u>
LaTerra Marie Slate	<u>Columbus</u>	<u>AM</u>
Sarah Jackson	<u>Columbus</u>	<u>PM / WKD</u>
Dylann Orlik	<u>Independence</u>	<u>AM / WKD</u>
Tanisha Moore	<u>Independence / Beachwood</u>	<u>PM / WKD</u>
Olivia Smith	<u>Beachwood</u>	<u>AM / PM</u>
DonTia Greene	<u>Toledo</u>	<u>AM / WKD</u>
Shante Harrell	<u>Toledo</u>	<u>PM</u>
Ebony L Morris	<u>East Cincinnati</u>	<u>AM</u>

Contact Information

School Addresses:

Beachwood- 401 Enterprise Parkway, Suite 210, Beachwood, OH 44122

Cincinnati- 4675 Cornell Rd, Suite 185, Cincinnati, OH 45241

Cincinnati East- 2400 Reading Rd., Suite 126, Cincinnati, OH 45202

Columbus- 5900 Roche Dr, suite 115, Columbus, OH 43229

Independence- 4700 Rockside Rd, Suite 140, Independence, OH 44131

Toledo- 3130 Executive Parkway, Suite LL-A, Toledo, OH 43606

Home Office- 2570 W 600 N, Suite 400, Lindon, UT 84042

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

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

Programs Offered

1 Program: Phlebotomy Technician Training

Program Length: 40 Hour

Tuition & Fee Breakdown

<u>Program Cost</u>	
<i>Tuition</i>	\$565.00
<i>Education Fees</i>	
Textbooks.....\$35.00	\$135.00
Supplies & Equipment.....\$100.00	
<i>Registration Fee (Required at time of registration)</i> <u>(Non-refundable after 5 business days)</u>	\$100.00
<i>Total Tuition</i>	\$800.00
<i>National Exam (Paid to a third party)</i>	\$125.00

Total for Phlebotomy Training Program & Exam = \$925.00

Payment Policy

Program tuition should be paid by logging onto the student account at students.phlebotomyusa.com. A minimum of \$100 should be paid at the time of registration. After the initial registration fee of \$100 has been made, students can make payments in any increment until full payment is received through their student portal. **Full tuition and fees are due by the halfway point of the program schedule.**

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

- A. If a student wishes to remain in the program they originally registered for and is unable to meet the payment policy as written, they can request a payment extension. They will need to make a written request to info@phlebotomyusa.com. The COO, Alexis Treu, will review all payment extensions. If an extension is approved, the student will remain in their scheduled course.
- B. If a student does not contact the COO, the student will be required to re-enroll in new program dates where they will attend the remaining modules in that cohort to complete their program. They will be required to be paid in full before joining 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 schedule availability.

No student, regardless of circumstance, will be permitted to receive a Certificate of Completion 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. Students who sign in this enrollment agreement will be guaranteed the program price of \$925 even in the event that PTS has a tuition cost increase.

Financing Options

Students may apply for financing via the student portal. Students may apply for financing at any point throughout the course, 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 course, the published refund policy would apply.

Payments are due according to the terms of the retail installment contract 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 Loans

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

Supplies & Equipment

Supplies and Equipment: \$100.00 – 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 no refunds will be issued.

Exam Fee: \$125.00 – Refundable if not taken.

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)

2026 Class Dates and Application Deadlines

Month / Class	Dates of each Class	Application Deadline
Jan Day	13, 14, 15, 16, 21, 22, 23, 27, 28, 29	January 10 th
Jan Eve	13, 14, 15, 16, 21, 22, 23, 27, 28, 29	January 10 th
Jan / Feb Weekend	10, 17, 24, 31, Feb 7	January 7 th
Feb Day	4, 5, 9, 10, 11, 12, 17, 18, 19, 23	February 1 st
Feb Eve	4, 5, 9, 10, 11, 12, 17, 18, 19, 23	February 1 st
Feb / Mar Weekend	21, 28, Mar 7, 14, 21	February 18 th
Mar Day	4, 5, 9, 10, 11, 12, 16, 17, 18, 19	March 1 st
Mar Eve	4, 5, 9, 10, 11, 12, 16, 17, 18, 19	March 1 st
Apr / May Weekend	Mar 28, 11, 18, 25, May 2	March 24 th
April Day	8, 9, 13, 14, 15, 16, 20, 21, 22, 23	April 4 th
Apr Eve	8, 9, 13, 14, 15, 16, 20, 21, 22, 23	April 4 th
May Day	6, 7, 11, 12, 13, 14, 18, 19, 20, 21	May 3 rd

May Eve	6, 7, 11, 12, 13, 14, 18, 19, 20, 21	May 3rd
May / June Weekend	9, 16, 30, June 6, 13	May 6th
June Day	3, 4, 8, 9, 10, 11, 15, 16, 17, 18	May 31st
June Eve	3, 4, 8, 9, 10, 11, 15, 16, 17, 18	May 31st
June / July Weekend	27, July 11, 18, 25, Aug 1	June 24th
July Day	8, 9, 13, 14, 15, 16, 20, 21, 22, 23	July 4th
July Eve	8, 9, 13, 14, 15, 16, 20, 21, 22, 23	July 4th
Aug / Sep Weekend	15, 22, 29, Sep 12, 19	August 12th
Aug Day	5, 6, 10, 11, 12, 13, 17, 18, 19, 20	August 2nd
Aug Eve	5, 6, 10, 11, 12, 13, 17, 18, 19, 20	August 2nd
Sept Day	8, 9, 14, 15, 16, 17, 21, 22, 23, 24	September 5th
Sept Eve	8, 9, 14, 15, 16, 17, 21, 22, 23, 24	September 5th
Sep / Oct Weekend	Sep 26, Oct 3, 10, 17, 24	September 23rd
Oct Day	6, 7, 8, 13, 14, 15, 19, 21, 21, 22	October 3rd
Oct Eve	6, 7, 8, 13, 14, 15, 19, 21, 21, 22	October 3rd
Nov / Dec Weekend	7, 14, 21, Dec 5, 12	November 4th
Nov Day	3, 4, 5, 9, 10, 12, 16, 17, 18, 19	October 31st

Nov Eve	3, 4, 5, 9, 10, 12, 16, 17, 18, 19	October 31st
Dec Day	2, 3, 7, 8, 9, 10, 14, 15, 16, 17	November 29th
Dec Eve	2, 3, 7, 8, 9, 10, 14, 15, 16, 17	November 29th

When an unexpected closure occurs due to extraordinary conditions, including inclement weather, students will be notified as soon as possible by phone call and text message. Classes are not held on the following holidays:

- New Year's Eve
- Labor Day
- New Year's Day
- Thanksgiving Day & the Friday following
- Memorial Day
- Christmas Eve / Day
- Independence Day

Entrance Requirements

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

Phlebotomy Training Specialists is conducting training sessions as a post-secondary education facility. Therefore, we do not require that students who enroll in the program possess a minimum of a high school diploma, high school equivalency. We require students to be beyond the age of compulsory high school attendance; over the age of 18.

By registering, students confirm that they have sufficient English language proficiency to read instructions, understand course material, and communicate effectively in order to meet all program requirements.

If at any time a student is unable to communicate adequately, the instructor or a member of the Student Services team will evaluate the student's communication skills against set guidelines. If it is determined that the student is unable to continue due to language limitations, the student will be dismissed from the program, and the published refund policy will apply.

We do not require students to have previous medical experience or knowledge. Immunizations are not required to take the program. 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 three (3) 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 3 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 \$100 non-refundable registration fee. All refunds will be processed within 30 days of the deadline of the new start date, determined in accordance with the school's refund policy.

Career Advisory Services

Phlebotomy Training Specialists does not provide formal job placement services and does not guarantee or promise employment to individuals who complete the program. While employment placement is not offered, Phlebotomy Training Specialists remains committed to supporting students as they transition from training into the workforce.

Student Support Includes:

Continued Skills Development

Students who have completed the program and paid in full may return, free of charge, to the original campus they attended to refresh and strengthen their phlebotomy skills. This benefit is designed to promote continued competency and confidence as students

prepare for employment opportunities. In addition, Students may access employment-readiness materials through the Student Portal.

Career Coordinator Email Support

A Career Coordinator is available by email to provide general guidance regarding job sources and the interview process. The Career Coordinator can share general information to help students navigate their job search and prepare for employment opportunities in the field.

Attendance Requirements

This program is offered on a pass/fail basis and is not graded. Because of this, attendance directly impacts a student's ability to successfully complete the program.

The program consists of 10 modules, each lasting four (4) hours.

- For AM and PM schedules, each module represents one four-hour class session.
- For the weekend schedule, each eight (8) hour class session covers two modules.

To complete the program and receive a certificate of completion, students must attend at least 9 out of 10 modules. If students miss more than 1 module throughout the program, they will be required to make up the modules they missed in an alternate schedule. If students miss more than two modules, they will be deemed too far behind, and will be automatically removed from the program and required to enroll for another schedule.

Please note that modules 1, 3, and 10 are required to complete the program, as these modules contain foundational information (1 & 3) and the practical exam (10).

If a student misses a portion of the program after commencement, they can make it up in an alternate schedule, assuming they comply with completion deadlines. Make up time is available by contacting Student Services at 701-404-9434. There is no additional cost for make-up modules as long as students notify Student Services at least one business day in advance if they are unable to attend. If a student fails to provide one business day notice and misses a scheduled make-up module, a \$25 rescheduling fee will be applied.

Make-up Time

Students are strongly encouraged to attend all scheduled modules and should only miss a module when absolutely necessary. If a student misses any portion of a module after the initial four (4) hours, they will be required to make up that specific module during another scheduled program—AM, PM, or weekend—until it is successfully completed. 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

initial fee for make-up modules unless a student fails to provide one business day notice and misses a scheduled make-up module, a \$25 rescheduling fee will be applied. 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.

However, if a student is absent from two (2) or more modules without prior notice and authorization, enrollment will be dropped. To re-enter, students must attend a makeup module for at least one of the two missed modules before returning.

Sick Policy

The health and safety of our students, instructors, and staff are a top priority. To maintain a safe and productive learning environment, please follow the guidelines below when experiencing illness.

General Guidelines

- Be considerate of others—if you are sick, please stay home.
- Do not attend class if you have a fever or a contagious illness such as flu, COVID-19, strep throat, pink eye, etc.
- If you have mild symptoms (such as a minor cough or cold), you may attend only if you wear a mask for the entire class session.
If you are feeling unwell and do not wish to wear a mask, you must stay home.
- Students who arrive to class visibly ill and are not wearing a mask will be sent home.

Communication Requirement

If you are unable to attend class due to illness, email Student Services at info@phlebotomyusa.com as soon as possible using the following subject line format:

Subject Line:

[First and Last Name]: Unable to Attend [Date] at [Location]

Make-Up Classes

Students who miss class due to illness may qualify for a make-up session in accordance with the Attendance and Make-Up Policy outlined in the Enrollment Agreement and Course Catalog.

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.

Completion Policy

Students will have 90 days to receive their Certificate of Completion from the original course start date (decided at the time of registration). All payments made towards tuition and fees are only applicable to courses held within the dates below.

Re-enrollment

Should students fail to receive their Certificate of Completion during this time frame, they will be required to re-enroll as a new student. No payments made or classes attended will carry over to this new enrollment. Students may re-enroll and make payments via the student portal or by contacting Student Services at (701) 404-9434.

Extension Policy

Students may request a Training Deadline extension due to extenuating circumstances by contacting Student Services at support@phlebotomyusa.com. Extension requests will also apply to students who need additional time to complete the remaining items on their Training Checklist.

All extension requests must be submitted in writing prior to the Training Deadline. Extensions may be granted for circumstances that significantly interfere with a student's ability to complete the program on time. Examples include, but are not limited to:

- Medical or health-related challenges
- Family emergencies or unexpected caregiving responsibilities
- Natural disasters or major life disruptions
- Safety, legal, or housing concerns
- Other unforeseen events that create a genuine hardship

Documentation may be requested to support the situation described.

All account balances must be paid in full before an extension will be approved. Extensions may not exceed 30 days from the original Training Deadline and only one extension may be granted per student. This Enrollment Agreement remains valid for extensions granted by the school. An extension fee of \$150 will apply.

Automatic Extensions will be granted for a) the school rescheduling course dates past the Training Deadline, and b) the school rescheduling course dates past the expiration of the extension period.

Completion Timelines for Exam

The National Exam fee is a separate fee of \$125 and is optional. If students choose to test, students will take their phlebotomy exam on a computer in a location they choose. The two-hour exam is monitored by a virtual proctor, and audio and video of the examination experience are captured. The student will not be eligible to test with the NHCO if they have not passed the practical skills examination.

If the student chooses to NOT take the National exam but passes all other course material, they will receive a Certificate of Completion from our school. Students have 30 days after completing their training checklist to either opt out of the national exam or redeem their NHCO exam code. After this 30-day period, or once the exam code is redeemed, the exam fee becomes non-refundable. Students can opt out of the exam fee through their student portal.

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.

Grading System

Module 1	Introduction to Phlebotomy	Pass / Fail
Module 2	Blood Collection Preparation & Equipment	Pass / Fail
Module 3	Venipuncture Labs	Pass / Fail
Module 4	Specialized, Pediatric & Capillary Procedures	Pass / Fail
Module 5	Order of Draw & Laboratory Equipment	Pass / Fail
Module 6	Specimen Handling & Processing	Pass / Fail
Module 7	Nonblood Specimens & Advanced Blood Collection	Pass / Fail
Module 8	Lab Skills Development	Pass / Fail

Module 9	Emergency Responses & Personal Wellness	Pass / Fail
Module 10	Final Practical Exam	Pass / Fail

Graduation and Certificate of Training Requirements

Certificates of Completion 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
- Passing Scores in Venipuncture Hands-on skills
- Completed Student File / Paperwork
- No outstanding payment obligations

Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw, and the ability to complete each step-in order and without correction. Completion of 4 successful draws (2 arm and 2 hand) is mandatory, along with full attendance and full payment of tuition for graduation. In addition, Students must be able to communicate and demonstrate proficiency in the practice of phlebotomy without assistance. This includes the ability to perform blood draws safely and successfully.

We do not mail original copies of the Certificate of Completion. 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 40-hour program and pass the exam administered by the National Healthcare Certification Organization, will be eligible for employment in all states. Some states, such as California, Louisiana, Nevada, and Washington have additional licensing requirements.

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.

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 strongly suggested. Closed-toed shoes are mandatory, no sandals or open-toed shoes.

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

Students are expected to maintain professional conduct within the classroom. Phlebotomy Training Specialists reserves 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 phones for non-emergencies while in class, lab, and/or externship.
- 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 per the attendance requirements.

3. Safety

- a. Failing to abide by lab 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 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 who've helped develop and update the program's curriculum.

6. **Automatic Dismissal**

- a. Talking about, carrying, or making jokes about weapons or firearms is strictly prohibited. They are not allowed in the classroom or on the premises.
- 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. Falsifying Documentation or signatures.
- e. Theft of classroom supplies, faculty or student personal items.

Dismissal Procedures:

Upon infraction of one of the above expectations, a Phlebotomy Training Specialists staff member will issue a verbal and/or written warning to the student. This is to be considered a corrective plan of action. 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.

ALL dismissal procedures will be handled by at least three Phlebotomy Training Specialists Staff Members after consulting the instructor. Students who wish to appeal Phlebotomy Training Specialists' final decision can do so in writing.

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, 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.

Student Probation

Phlebotomy Training Specialists do not put students on probation.

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:

School Addresses:

Cincinnati- 4675 Cornell Rd, Suite 185, Cincinnati, OH 45241

Columbus- 5900 Roche Dr, suite 115, Columbus, OH 43229

Independence- 4700 Rockside Rd, Suite 140, Independence, OH 44131

Beachwood- 401 Enterprise Parkway, Suite 210, Beachwood, OH 44122

Toledo- 3130 Executive Parkway, Suite LL-A, Toledo, OH 43606

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, accessibility, and health.

Exam and Learning Resources Information

The National Exam fee is a separate fee of \$125 and is optional. If students choose to test, students will take their phlebotomy exam on a computer in a location they choose. The two-hour exam is monitored by a virtual proctor, and audio and video of the examination experience are captured. The student will not be eligible to test with the NHCO if they have not passed the practical skills examination given in class.

If the student chooses to NOT take the National exam but passes all other course material, they will receive a Certificate of Completion from our school. Students have 30 days after completing their training checklist to either opt out of the national exam or redeem their NHCO exam code. After this 30-day period, or once the exam code is redeemed, the exam fee becomes non-refundable. Students can opt out of the exam fee through their student portal.

PTS students are eligible to take certification examinations from the relevant phlebotomy training oversight organizations (National HealthCareer Association, National Centers for Competency Testing, and National Healthcare Certification Organization).

Phlebotomy Training Specialists uses a training system in which they provide students with all 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 Phlebotomy 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 Phlebotomy 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 any time 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.

Educational Services

The objective of the Phlebotomy Training Program is to prepare students to competently collect blood specimens through venipuncture techniques. This training equips students with the skills and knowledge necessary to pursue employment in the medical and healthcare fields.

The class is 48 hours in length and may be offered during the day, evening, or on weekends. All instruction is conducted in person; there is no distance education component for this course. Students who miss a scheduled make-up class without prior notice will be subject to a make-up class fee. Students who have successfully completed the course may return to future sessions at no cost, provided they return to the same campus where they originally enrolled.

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 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 course 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 the School, then the following steps shall be taken by the student:

1. Students shall first attempt to address the grievance informally with the Program Director and/or Program Instructor(s), who can be reached at info@intelvio.com. If the outcome of this attempt is unsuccessful, students may proceed to the formal written grievance procedure. (See #2 below.)
2. Students may formally state their grievance in writing via email to the Managers of Student Services at info@intelvio.com. Please submit the written grievance within 60 days of the occurrence. The Student Service Manager will consult with the COO, Alexis Treu, and with the Program Director.
3. Ms. Treu will assist the Student Service Manager in resolving the student's concerns. She will investigate the grievance within five 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 via email of the resolution will be sent to the student within ten business days after the student meeting.
4. In the COO's absence, the Student Service Manager will contact the student via email or phone within five business days of receiving the complaint. In the meeting, she will discuss the complaint, allow the student to be heard, and discuss an amicable resolution to the complaint. Written notification via email of the resolution will be sent to the student within ten business days after the meeting.
5. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Board of Higher Education within six months after the violations were committed. The complaint should be filed in writing and signed by the complainant. 30 East Broad Street, Suite 2481, Columbus, OH 43215

Contact Information for the Board of Education:

30 East Broad Street, Suite 2481,
Columbus, OH 43215
877-275-4219

E-mail: bpsr@scr.state.oh.us | Website: <https://scr.ohio.gov>

Cancellation & Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. There is one (1) academic term for this program that is 40 clock hours in length. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

An enrollment agreement or school application may be canceled within five calendar days (until midnight Mountain Time) after the date of signing provided the school is notified of the cancellation in writing. If a student withdraws from class after the five-day cancellation period, the school will retain the registration fee. All tuition and fees paid pursuant to the enrollment agreement or application will be refunded. Refunds will be processed within 30 days after the cancellation. This provision shall not apply where a student has already started classes.

All withdrawal requests should be submitted through the student portal-
students.phlebotomyusa.com.

In the case that a student quits attending class OR requests a refund after the five-calendar day period, we will refund based on the student's last date of attendance. (Amount to be refunded is based on FULL tuition being paid, if full tuition was not paid in full the amount to be refunded will be based on total paid over percentage of amount to be refunded).

Attended up to 4 hours (1 AM/PM Class or 1/2 Weekend Class)	75% full tuition/fees amount less registration fee
Attended up to 8 hours (2 AM/PM Classes or 1 Weekend Class)	60% full tuition/fees amount less registration fee
Attended up to 12 hours (3 AM/PM Classes or 1 1/2 Weekend Classes)	45% full tuition/fees amount less registration fee
Attended up to 16 hours (4 AM/PM Classes or 2 Weekend Classes)	30% full tuition/fees amount less registration fee
Attended up to 20 hours or more	No Refund

The calculations above are based on full tuition being paid. If a student is not paid in full, the amount refunded will be proportional to tuition paid and modules attended. The \$125 National Exam Fee is not included in these calculations.

Supplies and Equipment: \$100 - Refundable on a pro rata basis in accordance with tuition.

Textbook: \$35 - Once textbooks are issued and received by students, this fee is non-refundable.

Replacement Textbook: If a student requires a replacement textbook, a fee of \$45 will be charged, plus an additional \$10 shipping fee.

All withdrawal requests should be submitted through the student portal-students.phlebotomyusa.com. The notice is to indicate the expected last date of attendance.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog).

Refunds will automatically be issued to the card back on file unless otherwise specified in the refund request. If a different method is requested, we can send a check which will require a 3% processing fee, and can only be issued to the original card holder.

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

will 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.

2026 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 healthcare 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.

Our average faculty-to-student ratio is 1:16. Our maximum class capacity is 20, so during those times, the ratio is 1:20.

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 Schedule

Course Titles	Lecture Minutes	Lab Minutes	Total Hours
Module 1- Introduction to Phlebotomy	210	30	4
Module 2- Blood Collection Preparation & Equipment	105	135	4
Module 3- Venipuncture Labs	55	185	4
Module 4- Specialized, Pediatric & Capillary Procedures	120	120	4
Module 5- Order of Draw & Laboratory Equipment	140	100	4
Module 6- Specimen Handling & Processing	240	0	4
Module 7- Nonblood Specimens & Advanced Blood Collection	165	75	4
Module 8- Lab Skills Development	30	210	4
Module 9- Emergency Responses & Personal Wellness	240	0	4
Module 10- Final Practical Exam	35	205	4
Total Hours	22.3	17.7	40

Procedures List:

Proper Handwashing Technique; Gowning, Masking, and Gloving; Removal of Isolation Gown, Mask, and Gloves; Disposing of Contaminated Items; Gloving Technique; The Basics of Patient Identification; Use of a Tourniquet; Performing a Venipuncture; Skin Puncture Using a Retractable Device; Heel stick Procedure; Dorsal Hand Vein Procedure; Surgi Cutt Bleeding Time Test; Syringe Blood Culture Collection; Safety Butterfly Assemble Blood Culture collection; Obtaining a Blood Specimen for Glucose Testing; Collecting a 24-Hour Urine Specimen; Proper Specimen Handling.

Program Competencies:

40 HOUR: Program Outline/Competencies

Program: Phlebotomy Training

The program is not graded, it is a pass/fail program. As the program progresses, the instructors determine through assessments such as quizzes in each section and the hands-on skills of the students to determine 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. Students are allowed to attend the weekend/evening/day classes free of charge for additional training. They can also attend month after month if they feel they need additional training. Students must pass 70% of modules to continue and stay on track for graduation.

Outline	Hours		Competencies	Assessment Grading System
	Lecture	Lab		
Module 1- Introduction to Phlebotomy	210 Min	30 Min		
Welcome & Attendance	10	-	-	-
Program Overview Venipuncture Logs Student Portal Walkthrough	25	-	-	-
Chapter 1- Welcome to Phlebotomy Introduction to Phlebotomy The Role of the Modern Phlebotomist Legal & Ethical Standards Certification, Licensure & Professional Organizations	45	-	<ul style="list-style-type: none"> A. Identify the primary responsibilities of phlebotomists in various healthcare settings. B. Describe common procedures performed by phlebotomists, including venipuncture and capillary collection. C. Recognize the phlebotomist's contribution to accurate diagnostics and patient outcomes. D. Apply ethical principles in patient care, including respect, confidentiality, and informed consent. E. Comply with legal requirements, including HIPAA and patient rights regulation. F. Understand the certification and licensure requirements for phlebotomy practice in various states. G. Recognize the value of continuing professional development to maintain competence and stay current with industry standards. 	Case Studies 1.1 & 1.2 Chapter 1 Review Chapter 1 Assessment
Break	15	-	-	-

Chapter 2- Systems of the Body The Circulatory System Blood Components Veins Used for Drawing Blood Understanding the Blood Other Body Systems The Venipuncture Process At A Glance	45	-	<ul style="list-style-type: none"> A. Describe the structure and function of the circulatory system, including the heart, arteries, veins, and capillaries. B. Explain the role of the circulatory system in transporting oxygen, nutrients, and waste products throughout the body. C. Identify how the circulatory system interacts with phlebotomy procedures, particularly in venous blood collection. D. Identify the four main components of blood: red blood cells, white blood cells, platelets, and plasma. E. Explain the function of each blood component and its relevance to diagnostic testing. F. Identify other body systems that impact phlebotomy, such as the lymphatic, immune, and endocrine systems. G. Describe how systemic conditions (e.g., dehydration, edema) may affect blood collection procedures. H. Recognize medical terminology associated with relevant body systems. 	Case Studies 2.1 & 2.2 Chapter 2 Review Chapter 2 Assessment
Chapter 3- The Venipuncture Process Healthcare Safety Quality Assurance & Quality Control Exposure Control Plan Surface & Equipment Cleaning Bloodborne Pathogens Personal Protective Equipment (PPE) Biohazard Waste Disposal	60	-	<ul style="list-style-type: none"> A. Identify common healthcare safety hazards related to phlebotomy and laboratory procedures. B. Apply standard safety precautions to protect both patients and healthcare workers. C. Demonstrate safe handling of medical equipment to minimize risks of injury or contamination. D. Explain the importance of quality assurance (QA) and quality control (QC) in laboratory and phlebotomy practices. E. Follow procedures for exposure prevention. F. Perform proper cleaning and disinfection of surfaces and equipment to prevent cross-contamination. G. Identify common bloodborne pathogens, including HIV, Hepatitis B, and Hepatitis C. 	Case Studies 3.1 & 3.2 Chapter 3 Review Chapter 3 Assessment

			<ul style="list-style-type: none"> H. Explain modes of transmission and strategies for prevention. I. Comply with infection control guidelines to minimize the risk of occupational exposure. J. Identify biohazard waste types, including sharps. K. Use proper containers for disposal of biohazardous materials, in compliance with regulatory standards. 	
Tourniquet Demonstration	-	30	-	Student Practice: Tourniquet Tying
Clean up & Dismiss	10	-	-	-
Module 2- Blood Collection Preparation & Equipment	105 Min	135 Min		
Welcome & Attendance	5	-	-	-
Chapter 4- Venipuncture Process Preparing for Venipuncture Blood Draw Methods Quick List of Phlebotomy Supplies Venipuncture Process	75	-	<ul style="list-style-type: none"> A. Learn patient identification and verification. B. Understand communication with patient for potential complications, such as allergies, history of fainting, or bleeding disorders. C. Recognize the appropriate equipment and supplies based on patient factors and the type of test ordered. D. Identify and explain various blood collection methods, including venipuncture, fingerstick (capillary), and butterfly collection. E. Recognize and properly use essential phlebotomy supplies, including needles, tubes, and tourniquets. F. Identify the correct sequence of steps for performing a venipuncture, from site selection to post-procedure care. 	Case Studies 4.1 & 4.2 Chapter 4 Review Chapter 4 Assessment
Break	15	-	-	-
Tourniquet Tying and Vein Palpation	-	40	<ul style="list-style-type: none"> A. Demonstrate proper tourniquet placement and tying technique. B. Understand the release of the tourniquet at the appropriate times during the venipuncture process to 	Student Practice: Tourniquet Tying Vein Palpation

			<p>ensure specimen quality and patient safety.</p> <p>C. Identify suitable veins for venipuncture through palpation, focusing on vein size, direction, and depth.</p> <p>D. Use proper palpation techniques, including the use of fingertips and gentle pressure, to locate and assess vein condition.</p> <p>E. Differentiate between veins, arteries, and tendons by feel and anatomical location.</p> <p>F. Select the most appropriate vein based on palpation findings, prioritizing vein stability, size, and accessibility.</p>	
Vein Viewer	-	25	<p>A. Understand the function and use of the equipment</p>	Student Practice: Vein Viewer
Phlebotomy Supplies Overview	-	30	<p>A. Identify standard phlebotomy supplies and their specific purposes (e.g., needles, tubes, etc).</p> <p>B. Select the correct supplies based on the type of blood draw, patient needs, and laboratory requirements.</p> <p>C. Demonstrate understanding of needle gauges and lengths, and when to use different options (e.g., straight needle, butterfly needle).</p> <p>D. Understand the color-coded tube system, including additives, order of draw, and test compatibility</p>	Presentation
Instructor Led Study & Chapter 1-3 Review	-	40	<p>A. Demonstrate Knowledge Mastery</p>	Discussion
Clean up & Dismiss	10	-	-	-
Module 3- Venipuncture Labs	55 Min	185 Min		
Welcome & Attendance	5	-	-	-
Instructor Presentation: Straight Needle Venipuncture Butterfly Needle Venipuncture	-	30	<p>A. Demonstrate correct preparation and use of the straight needle system.</p> <p>B. Demonstrate correct preparation and use of the straight needle system.</p>	Instructor Demonstration

Instructor Presentation: Proper Needle Handling	-	20	A. Understand the correct handling of needles before, during, and after venipuncture, ensuring patient and provider safety.	Instructor Demonstration
Instructor Presentation: Counter Pressure	-	15	A. Demonstrate correct application of counter pressure using gentle, controlled traction below the puncture site.	Instructor Demonstration
Student First Blood Draws	-	60	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Minimize patient discomfort and prevent complications such as hematoma, nerve damage, or vein collapse. D. Remove the needle safely and apply post-procedure care, including proper disposal of the sharp.	Student Practice: First Venipuncture
Break	15	-	-	-
Blood Draws Continued	-	60	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols.	Student Practice: Straight Needle Venipuncture Butterfly Needle Venipuncture
Instructor Led Review of the Venipuncture Process	25	-	A. Assess the correct supplies based on the specific venipuncture procedure, patient factors, and safety procedures.	Discussion
Clean up & Dismiss	10	-	-	-

Module 4- Specialized, Pediatric & Capillary Procedures	120 Min	120 Min		
Welcome & Attendance	5	-	-	-
Chapter 5- Making Difficult Draws Less Difficult Difficult Draws Draws Requiring a Specialized Approach Problems During a Procedure Unsuccessful Draws	45	-	<ul style="list-style-type: none"> A. Demonstrate techniques for locating veins in difficult cases, including repositioning the patient, warming the area, or using smaller gauge needles. B. Recognize when alternative blood collection methods are needed, such as using a butterfly needle for small or fragile veins. C. Understand special circumstances, including hand draws, pediatric draws, or geriatric patient considerations. D. Identify and respond appropriately to common complications, such as hematoma formation, vein collapse, or patient syncope. E. Adjust technique mid-procedure when necessary, maintaining composure and patient safety. F. Recognize when to discontinue an attempt, following institutional guidelines. 	Case Studies 5.1 & 5.2 Chapter 5 Review Chapter 5 Assessment
Chapter 6- Pediatric Draws and Capillary Blood Collection Pediatric Blood Draws Capillary Collection Heel Sticks & Fingersticks Hemostasis Capillary Collection Procedural Steps Capillary Collection Steps	45	-	<ul style="list-style-type: none"> A. Demonstrate age-appropriate communication techniques to reduce fear and anxiety in pediatric patients. B. Select appropriate venipuncture sites and equipment for pediatric patients, considering size, vein condition, and developmental factors. C. Identify when capillary collection is appropriate, such as for small-volume testing or when venipuncture is not feasible. D. Understand how to select the correct site for capillary puncture, differentiating between heel sticks (infants) and fingersticks (older children/adults). E. Ensure specimen integrity during capillary collection, avoiding hemolysis and contamination. 	Case Studies 6.1 & 6.2 Chapter 6 Review Chapter 6 Assessment

			<ul style="list-style-type: none"> F. Use warming techniques when appropriate to increase blood flow and improve collection success. G. Achieve hemostasis following capillary and venous draws, applying appropriate pressure to stop bleeding. H. Demonstrate all steps of the capillary collection process, from site preparation to specimen labeling. I. Collect specimens in the correct order to prevent cross-contamination and ensure accurate test results. 	
Break	15	-	-	-
Instructor Presentation: Capillary Collection	-	60	A. Demonstrate Knowledge Mastery	<p>Student Practice: Complete 10 Capillary Sticks</p> <p>Microhematocrit Collection</p>
Lab-Blood Draws	-	60	<ul style="list-style-type: none"> A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols. 	<p>Student Practice: Butterfly Needle Venipuncture</p> <p>Straight Needle Venipuncture</p>
Clean up & Dismiss	10	-	-	-
Module 5- Order of Draw & Laboratory Equipment	140 Min	100 Min		
Welcome & Attendance	5	-	-	-

Chapter 7- Tubes, Order of Draw, and Blood Tests The Foundations of Accurate Blood Collection Standard Order of Draw Supplementary Tubes	75 min	-	<ul style="list-style-type: none"> A. Understand the relationship between proper tube selection and accurate laboratory results. B. Describe how incorrect collection methods can lead to specimen rejection, cross-contamination, or inaccurate test results. C. Explain the purpose of additives in collection tubes and how they interact with blood samples. D. Memorize and correctly apply the standard order of draw to prevent cross-contamination of additives. E. Select appropriate tubes for specific laboratory tests, ensuring accuracy in specimen processing. F. Demonstrate the correct sequence during multiple tube collections, using both syringe and vacutainer methods. G. Identify and describe supplementary tubes used in specialized testing, including trace element tubes, blood culture bottles, and special coagulation tubes. 	Case Studies 7.1 & 7.2 Chapter 7 Review Chapter 7 Assessment
Break	15	-	-	-
Chapter 8- Laboratory Equipment Equipment in the Laboratory Equipment Maintenance and Troubleshooting Blood Smears	35	-	<ul style="list-style-type: none"> A. Identify common laboratory equipment used in specimen processing (e.g., centrifuges, microscopes, incubators, analyzers). B. Describe the purpose of each piece of equipment in the context of diagnostic testing. C. Operate basic laboratory equipment safely and according to manufacturer guidelines. D. Prepare peripheral blood smears correctly, ensuring appropriate technique for smear thickness and slide quality. 	Case Studies 8.1 & 8.2 Chapter 8 Review Chapter 8 Assessment
Lab-Blood Draws	-	100	<ul style="list-style-type: none"> A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. 	Student Practice: Straight Needle Venipuncture Blood Draw Samples

			<ul style="list-style-type: none"> C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols. 	
Clean up & Dismiss	10	-	-	-
Module 6- Specimen Handling & Processing	240 Min	-		
Welcome & Attendance	5	-	-	-
Chapter 9- Specimen Processing and Pre-Analytical Errors Determining Specimen Processing Requirements Timing Requirements for Specimens Pre-Analytical Requirements for Specimens Pre-Analytical Errors	45	-	<ul style="list-style-type: none"> A. Identify specific handling and processing requirements for various specimen types (e.g., centrifugation, temperature control, protection from light). B. Recognize time-sensitive specimens (e.g., STAT, fasting, timed draws) and prioritize processing accordingly. C. Document and track collection and processing times accurately, maintaining chain of custody when required. D. Prepare specimens for analysis following pre-analytical guidelines, such as proper tube inversion, aliquoting, and storage. E. Recognize common pre-analytical errors, such as wrong tube use, mislabeled specimens, improper storage, or delayed processing. F. Respond to pre-analytical errors by initiating corrective actions, including error reporting, specimen recollection, or escalation to laboratory management. G. Implement quality control measures to prevent recurring pre-analytical errors in the collection and processing workflow. 	Case Studies 9.1 & 9.2 Chapter 9 Review Chapter 9 Assessment

Chapter 10- Infection Control and the Clinical Laboratory Infection The Chain of Infection Breaking the Chain of Infection The Role of Federal Agencies in Infection Control Laboratory Departments	60	-	<ul style="list-style-type: none"> A. Define infection and understand the risk of pathogen transmission in clinical and laboratory settings. B. Recognize the signs and symptoms of infection and understand basic infection control terminology. C. Describe the components of the chain of infection, including the infectious agent, reservoir, portal of exit, mode of transmission, portal of entry, and susceptible host. D. Identify points in the process where healthcare workers are at risk and must take preventative measures. E. Apply standard precautions and transmission-based precautions to prevent the spread of infection. F. Demonstrate correct hand hygiene and PPE use to reduce infection risk. G. Follow safe specimen handling protocols, including biohazard labeling and proper disposal of contaminated materials. H. Understand the regulatory role of federal agencies such as OSHA, in setting infection control guidelines. I. Comply with OSHA's Bloodborne Pathogens Standard and other relevant federal regulations. J. Describe how infection control protocols vary across laboratory departments, particularly in high-risk areas like microbiology. 	Case Studies 10.1 & 10.2 Chapter 10 Review Chapter 10 Assessment
Break	15	-	-	-
Practice Exam- Safety and Compliance	60	-	<ul style="list-style-type: none"> A. Demonstrate knowledge and understanding of workplace safety, infection control, and compliance with OSHA regulations and standards 	Exam
Review of Practice Exam	45	-	<ul style="list-style-type: none"> A. Demonstrate Knowledge Mastery 	Instructor Led Review
Clean up & Dismiss	10	-	-	-
Module 7- Nonblood Specimens & Advanced Blood Collection	165 Min	75 Min		
Welcome & Attendance	5	-	-	-

Chapter 11- Non-Blood Specimens Handling Non-Blood Specimens Testing Non-Blood Specimens Collecting Specimens Receiving Specimens	45	-	<ul style="list-style-type: none"> A. Identify different types of non-blood specimens, such as urine, sputum, stool, saliva, and swabs. B. Apply correct procedures for labeling, storing, and transporting non-blood specimens to maintain integrity. C. Follow infection control and safety guidelines when handling potentially infectious non-blood specimens. D. Understand basic testing procedures and purposes for non-blood specimens (e.g., urinalysis, cultures, rapid diagnostic tests). E. Understand proper techniques for collecting non-blood specimens, including instructing patients on self-collection when applicable. F. Be able to verify specimen labeling and documentation upon receipt, ensuring accurate patient identification. 	Case Studies 11.1 & 11.2 Chapter 11 Review Chapter 11 Assessment
Chapter 12- Advance Blood Collection Procedures Advanced Blood Collection Procedures Specialized Tests and Procedures Specialized Regenerative Treatments Arterial Blood Gas (ABG) Test Platelet-Rich Plasma (PRP) Treatment Platelet-Rich Fibrin (PRF)	45	-	<ul style="list-style-type: none"> C. Demonstrate advanced venipuncture techniques, including draws from challenging sites and use of specialized equipment. D. Recognize patient conditions that require modified techniques for successful and safe collection. E. Ensure proper specimen handling for specialized testing, maintaining integrity throughout collection and transport. F. Identify when specialized blood tests are required, such as timed tests, therapeutic drug monitoring, or blood cultures. G. Understand the role of regenerative medicine procedures and the phlebotomist's responsibilities in specimen collection. H. Understand the purpose of arterial blood gas testing, including indications and clinical significance. I. Explain the purpose of PRP therapy and the role of specimen collection in the process. 	Case Studies 12.1 & 12.2 Chapter 12 Review Chapter 12 Assessment

			J. Understand the application of PRF in regenerative treatments and clinical procedures.	
Break	15	-	-	-
ABG Videos	30	-	A. Understand the purpose of arterial blood gas testing, including indications and clinical significance.	Videos
Practice Exam and Review- Patient Prep	20	-	A. Demonstrate knowledge of patient identification, communication, consent, and patient rights.	Instructor Led Review
Lab- Blood Draws	-	75	A. Collect blood for PRP preparation, ensuring correct tube selection, proper technique, and appropriate processing. B. Maintain strict sterility and handling standards to prevent contamination.	Student Practice: Draw for PRP/PRF Spin down samples
Clean up & Dismiss	5	-	-	-
Module 8- Lab Skills Development	30 Min	210 Min		
Welcome & Attendance	5	-	-	-
Lab Practice		105 min	A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols.	Student Practice: Straight Needle Venipuncture Butterfly Needle Venipuncture
Break	15	-	-	-

Continued Lab Practice		105 min	<ul style="list-style-type: none"> A. Select appropriate vein sites for straight needle venipuncture, ensuring patient comfort and safety. B. Perform venipuncture using a straight needle with proper insertion angle, depth, and tube exchange technique. C. Follow the needle safely and apply post-procedure care, including proper disposal of the sharp. D. Perform butterfly needle venipuncture with proper technique, including needle stabilization and patient positioning. E. Manage blood flow using a butterfly needle, ensuring collection efficiency and preventing tube backflow or clotting. F. Dispose of butterfly devices correctly, following sharps safety protocols. 	<p>Student Practice:</p> <p>Straight Needle Venipuncture</p> <p>Butterfly Needle Venipuncture</p>
Clean up & Dismiss	10	-	-	-
Module 9- Emergency Responses & Personal Wellness	240 Min	-		
Welcome & Attendance	5	-	-	-
Chapter 13- Emergency Response and Personal Wellness Emergency Response in Healthcare Settings Fire Safety First Aid Response Personal Wellness	25		<ul style="list-style-type: none"> A. Recognize medical emergencies and initiate the appropriate response according to institutional protocols. B. Understand fire safety principles, including fire prevention, hazard identification, and evacuation routes. C. Follow institutional fire safety policies, including knowing exits, alarms, and designated meeting points. D. Demonstrate control of bleeding, application of bandages, and management of minor injuries within training limits. E. Respond appropriately to fainting (syncope), including assisting the patient to a safe position. F. Recognize the importance of personal wellness for healthcare professionals, including physical, emotional, and mental health. 	<p>Case Studies 13.1 & 13.2</p> <p>Chapter 13 Review</p> <p>Chapter 13 Assessment</p>

			G. Identify signs of stress, fatigue, and burnout, and know strategies for self-care and resilience.	
Chapter 14- Administrative Duties Clerical Responsibilities & Medical Coding The Laboratory Information System Professional Communication	20	-	<ul style="list-style-type: none"> A. Understand brief overview of Medical Coding and Administrative duties. B. Maintain accuracy when inputting patient and specimen information. C. Communicate effectively with healthcare providers, laboratory personnel, and patients, using professional language and tone. D. Respond promptly and accurately to inquiries regarding laboratory results, procedures, or administrative processes. E. Document all communications appropriately, following institutional policies for record keeping. 	Case Studies 14.1 & 14.2 Chapter 14 Review Chapter 14 Assessment
Practice Exam- Routine Blood Collections, Special Collections, and Processing	90	-	<ul style="list-style-type: none"> A. Demonstrate knowledge routine venipuncture practices. B. Understand specific protocols for special collections. C. Demonstrate operations with centrifuge and explain specimen transport 	Exam
Break	15	-	-	-
Review of Practice Exam	80	-	<ul style="list-style-type: none"> A. Demonstrate Knowledge Mastery 	Student Practice: Situation/Action Matching Worksheet Word Matching Worksheet Open Q & A
Clean up & Dismiss	5	-	-	-
Module 10- Final Practical Exam	35 Min	205 Min		
Welcome & Attendance	10	-	-	-

Final Practical Exam	-	100	<ul style="list-style-type: none"> A. Demonstrate proper site selection for venipuncture on both arms and both hands, considering vein condition and accessibility. B. Perform two successful arm venipunctures unassisted, following correct technique and aseptic protocols. C. Perform two successful hand venipunctures unassisted, using the appropriate equipment (e.g., butterfly needle) and techniques for small veins. D. Control the procedure without assistance, managing equipment, specimen collection, and patient interaction independently. 	Draws may be performed on friends and family 2 arms, 2 hand draws, completely unassisted
Break	15	-	-	-
Continued Final Practical Exam	-	105	<ul style="list-style-type: none"> A. Demonstrate proper site selection for venipuncture on both arms and both hands, considering vein condition and accessibility. B. Perform two successful arm venipunctures unassisted, following correct technique and aseptic protocols. C. Perform two successful hand venipunctures unassisted, using the appropriate equipment (e.g., butterfly needle) and techniques for small veins. D. Control the procedure without assistance, managing equipment, specimen collection, and patient interaction independently. 	Draws may be performed on friends and family 2 arms, 2 hand draws, completely unassisted
Clean up & Dismiss	10	-	-	-

Textbook

Phlebotomy Textbook
 The Foundations of Modern Phlebotomy
 Number: First Edition (2025)
 ISBN: 979-8-218-72401-6

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 Health Career Association (NHA), National Centers for Competency Testing (NCCT), and National Healthcare Certification Organization (NHCO).