

Policies and procedures for guiding students through the program

1. All students accepted in the Geisinger School of Phlebotomy must complete the HR onboarding process and pass all clearances in order to begin the program. On the first day of class, students receive an orientation packet which includes Geisinger's policies and procedures. Also included is an overview of the Geisinger system history; its mission, vision and values; and its expectations for all students and employees. Additionally, the program director reviews policies and procedures with regards to the program on the first day of class, which can be found in the student handbook and the program syllabus given on the first day of class. The program director is also available to offer guidance to students who are experiencing academic or personal difficulties. Human Resources and the Employee Contact Center are also available to assist students/employees with any personal or work-related issues.

2. Rules and regulations governing acceptable conduct for both the academic and clinical setting are found in the student manual, code of conduct, absenteeism/call-off policy, tobacco policy, social media, cell phone usage, GML dress code policy, laboratory HIPAA manual and syllabus. They are distributed to the students on the first day of class. After reviewing policies, students must return the policy checklist indicating they have read and understand the policies set forth by Geisinger and the School of Phlebotomy.

- Student manual
- Policies for code of conduct, GML dress code, laboratory HIPAA manual, syllabus, social media, cell phone usage, tobacco and absenteeism/call-off
- Syllabus
- Orientation policy checklist

3. All student complaints are handled internally with the program director. If a resolution is not able to be made, the student may consult with the AVP of customer support, who oversees the SOP. If the issue remains unresolved, the student/employee may contact their HR generalist representative.

- HR website – General policies and procedures – Complaint and resolution procedure

4. Criteria for program completion can be found in

- Student handbook
- Program syllabus