



SCHOOL OF MEDICAL LABORATORY SCIENCE HANDBOOK

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Introduction

Life-Saving decisions depend on accurate lab results. Our curriculum emphasizes hands-on learning, teaching students to master specimen collection, processing, and analysis, to ensure high-quality lab results. Students will develop advanced testing skills by performing both manual and automated tests on blood and body fluids. They will gain proficiency in maintaining, troubleshooting, and calibrating complex lab equipment, while also learning to evaluate quality control data and interpret lab results for various pathological conditions. The program stresses the importance of adhering to state, federal, and institutional guidelines, ensuring safety and compliance in the clinical laboratory. In addition, students will cultivate professionalism and ethical behavior when working with diverse healthcare teams. They will also integrate current information systems for tasks such as test requisition, data entry, and quality control monitoring.

Diversity, Equity, and Inclusion Statement

DEI is at the very core of BHS's mission and vision. We are focused on the pillars of DEI as a lens through which we examine everything we do, so we can advance health and wellness for everyone in our community.

Accreditation Statement

The School of Medical Laboratory Science at Berkshire Medical Center is accredited by the National Accrediting Agency for Clinical Laboratory Science (NAACLS), 5600 N. River Road, Suite 720, Rosemont, IL 60018.

Phone: 773-714-8880

Fax: 773-714-8886

Website: www.naaccls.org

Email: info@naaccls.org



Faculty, Staff, and MLS Advisory Committee

Administration

Medical Director, School of Medical Laboratory Science

David Jones, M.D.

Laboratory Administrative Director

Mark Robert, MBA, MLS (ASCP)

Program Director

Lori Moore, M.Ed., MLS (ASCP)

Faculty

Chemistry

David Jones, M.D.

Pathologist

Lori Moore, M.Ed., MLS (ASCP)

Program Director

Hematology

Brenda Alibozek, MLS (ASCP)

Hematology Supervisor

Blood Bank

Kristen Prew, MLS (ASCP)

Blood Bank Supervisor

Immunology

Kari Murad, Ph.D.

Laboratory Scientific and Technical Manager

Serology

Lori Moore, M.Ed., MLS (ASCP)

Program Director

Microbiology

Lori Moore, M.Ed., MLS (ASCP)

Program Director

Parasitology

Lori Moore, M.Ed., MLS (ASCP)

Program Director



Mycology

Lori Moore, M.Ed., MLS (ASCP) Program Director

Molecular Biology

Jana McGinnis, MS, MB (ASCP) Molecular Biology and Microbiology Supervisor

Urinalysis & Body Fluids

Lori Moore, M.Ed., MLS (ASCP) Program Director

Phlebotomy

Lori Moore, M.Ed., MLS (ASCP) Program Director

Education

Lori Moore, M.Ed., MLS (ASCP) Program Director

Administration & Supervision

Mark Robert, MBA, MLS (ASCP) Laboratory Administrative Director

Research & Clinical Study Design

Lori Moore, M.Ed., MLS (ASCP) Program Director

Lab Information Systems

Sara Ambrose, MLS (ASCP) Clinical Analyst



Adjunct faculty

Faculty from affiliated colleges and universities.

Coordinator/Advisors

Ann Billetz, Ph.D.

Massachusetts College of Liberal Arts (MCLA) -
North Adams, MA

Jose de Ondarza, Ph.D.,

SUNY-Plattsburgh Plattsburgh, NY

Diane Valentin, MS

Saint Joseph's University - Philadelphia, PA

Melody Neely, Ph.D.

University of Maine - Orono, ME

Uzma Imtiaz, Ph.D.

Monmouth University - West Long Branch, NJ

Medical Laboratory Science Advisory Committee

Current members of the Berkshire Medical Center School of Medical Laboratory Science Advisory Committee.

David Jones, M.D.

Pathologist, Medical Advisor

Mark Robert, MBA, MLS (ASCP)

Laboratory Administrative Director

Brenda Alibozek, MLS (ASCP)

Hematology Supervisor

Lisa Dansereau

Outpatient Phlebotomy Supervisor

Jana McGinnis, MB (ASCP)^{cm}

Molecular & Microbiology Supervisor

Lori Moore, M.Ed., MLS (ASCP)

Program Director

Rebecca McKeever, MBA, CT (ASCP)

Laboratory Operations Manager

Jim Martin

IT Manager

Samantha Stedman, MLS (ASCP)^{cm}

Supervisor of Specimen Processing

Jeanne Siemer, MLS (ASCP)

Chemistry Supervisor

Brittany Perras, HLT (ASCP)

Anatomic Pathology Supervisor

Kelly Wilk, Ph.D.

Berkshire Health Systems Education Technology Coordinator

Kristen Prew, MLS (ASCP)^{cm}

Blood Bank Supervisor

Danielle Parks, HLT (ASCP)

Anatomic Pathology Manager

Kathy Lavinio

Manager of Outreach and Customer Service



Mission

Our mission is to provide a comprehensive, up-to-date, high-quality, and affordable education in medical laboratory science. We prepare graduates with the knowledge, technical skills, and professional aptitude required to excel in clinical laboratories and adapt to the evolving healthcare environment.

Program Goals

The goals of Berkshire Medical Center's School of Medical Laboratory Science are:

1. To provide high quality instruction, both academically and clinically, in all areas of the clinical lab so that students receive a strong knowledge base and strong clinical skills as evidenced by exam scores and clinical outcomes.
2. To provide graduates with the skills and experience to effectively communicate and interact with other healthcare professionals, patients, and the public.
3. To provide graduates with the relevant skills and experience to provide high quality customer service.
4. To adequately prepare graduates for the successful completion of the national certification examination.
5. To provide entry level medical laboratory scientists for the profession who meet entry level competencies as evidenced by the successful completion of the program.
6. To provide graduates with adequate skills and experience for clinical decision making, quality assurance, process improvement, and regulatory compliance.
7. To instill graduates with ethical standards to guide professional behavior and judgments.

Program Objectives and Expected Competencies

Upon successful completion of the medical laboratory science program the graduate will:

1. Determine appropriate specimen collection, processing, and analysis of patient specimens to ensure quality lab results by following established procedures.
2. Perform manual and automated testing on patient blood or body fluids that results in valid laboratory results.
3. Perform routine maintenance, trouble shooting, quality control, and calibrations on instrumentation following established procedures.
4. Evaluate quality control data and determine course of action when quality control falls outside of range.
5. Interpret laboratory data generated from different laboratory disciplines regarding test accuracy, pathological conditions/disease states, and the relationship to the established reference ranges.
6. Comply with state, federal, institutional, and accrediting guidelines as they apply to successful operation of the clinical laboratory.



7. Apply principles and practices of clinical study design, implementation, and dissemination of results.
8. Apply published safety practices to work in the clinical laboratory.
9. Apply principles of education methodology to instruct or present information to students, new employees, other healthcare professionals and the public.
10. Maintain professional competence and growth by participating in continuing education and professional development.
11. Promote the MLS profession by active participation in professional organizations and community service.
12. Apply principles and practices of laboratory administration and supervision using learned skills regarding organization, human resources, financial resources, and laboratory operations.
13. Comply with established protected health information confidentiality guidelines.
14. Demonstrate professional and ethical conduct with all healthcare professionals, consumers, and patients.
15. Use current information systems technology to requisition tests, access patient information, data entry, monitor quality control, and exchange information while complying with confidentiality guidelines.

Program Outcomes

Graduation and Placement Rates

| Graduation Year | Class Size | Graduation Rates | Attrition Rates | % Working in the Field (Placement) | % Working for BHS | Pursuing more education | Not pursuing employment nor further education |
|-------------------|------------|------------------|-----------------|------------------------------------|-------------------|-------------------------|---|
| 2022 | 7 | 100% | 0% | 71% | 71% | 14.5% | 14.5% |
| 2023 | 5 | 100% | 0% | 100% | 40% | 0% | 0% |
| 2024 | 5 | 100% | 0% | 100% | 40% | 0% | 0% |
| 3 year avg | | 100% | 0% | 90% | | | |

ASCP Certification Exam Pass Rates

| Exam Year | BMC Pass Rate % | National Pass Rate % |
|-------------------|-----------------|----------------------|
| 2022 | 100% | 69% |
| 2023 | 100% | 69% |
| 2024 | 100% | 69% |
| 3 year avg | 100% | 69% |



Admission Requirements

Prerequisite Course Work

All prerequisite course work must be completed prior to the start of the program and have been completed within the last 10 years. Prerequisite courses may be in progress or scheduled to be completed by spring semester during the application period.

Three years (90 semester hours) of collegiate training in any college or university approved by a recognized regional accrediting agency are required or a baccalaureate degree from an accredited college or university. The following are minimum requirements for admission:

Chemistry Requirements (16 semester hours)

Organic and/or Biochemistry must be included.

Biological Science Requirements (16 semester hours)

Microbiology, Anatomy/Physiology, Genetics/Molecular Biology, and Immunology must be included.

Program Director will evaluate the courses and determine if they meet the prerequisites.

Mathematics Requirements

Statistics/Biostatistics

**Substitutions for courses will be made at the discretion of the Program Director.*

**Exceptions may be made at the discretion of the Program Director.*

No advance placement is available for our program. Transfer credits and experiential learning credits for university affiliated students are at the discretion of the university registrar. Experiential learning credits for certificate students are at the discretion of the Program Director.

Recommend Coursework

The Berkshire Medical Center's School of Medical Laboratory Science recommends that students applying for admission have the following additional courses:

Chemistry

Advanced Organic, Biochemistry and Quantitative Analysis or Analytical Chemistry.

Biological Science

Medical Microbiology, Parasitology, Mycology and Hematology.

Other

Physics I & II, Computer courses, Management, Research, and Instrumentation.



Overall Cumulative G.P.A.

The student is expected to have at least an Overall Cumulative G.P.A. of 3.0 and a Science G.P.A. of 3.0 to be considered for admission to the program. *Exceptions are made at the discretion of the Program Director.*

Required Application Materials

The student must submit:

1. The completed application.
2. A current official transcript of all college work (for international students an evaluated transcript must be submitted from an approved agency).
3. \$20.00 non-refundable application fee.
4. Three letters of reference (one from an employer, if applicable).
5. Signed Essential Functions Form.
6. A handwritten narrative about why you are choosing medical laboratory science as a profession.

All material must be received by December 31st of the application year (fall application cycle).

Send to:

Program Director
School of Medical Laboratory Science - Berkshire Medical Center
725 North Street
Pittsfield, MA 01201
(413)447-2580

Preliminary Screening

A preliminary screening of all applicants will be done by the Program Director based on the above requirements.

Personal Interview

If the applicant successfully passes the initial screening, he/she/they/ze will be asked to set up a personal interview with the Program Director and laboratory interview committee.

Selection Criteria

All students entering Berkshire Medical Center's School of Medical Laboratory Science will be selected based on the following criteria:

1. Grades
 - a. Science cumulative average.
 - b. Overall cumulative average.
 - c. Quality of courses selected.
2. Letters of recommendation



3. Personal interview
4. Previous clinical lab experience

Additional Information

Applicants for admission are considered for their qualifications without regard to race, color, creed, religion, sex, sexual orientation, gender identity, marital status, result of genetic testing, age, national origin, ancestry, disability, veteran status or being a member of the reserves or National Guard.

Berkshire Medical Center Admission Requirements

1. Student must pass a pre-admission physical, including random urine drug screening given by the BHS Employee Health department and not the student's primary care physician.
2. Provide immunization records and update any immunizations deemed necessary by the BHS Employee Health department following Berkshire Health Systems policies. *Currently, this includes mandatory flu. Covid vaccinations are assessed annually.*
3. Submit to a background investigation following acceptance into the clinical internship.

Estimate of expenses during the clinical year

| | |
|-------------------------|---|
| Tuition | \$5000 (both in-state and out-of-state). |
| Health Insurance | Currently free – subject to annual review and not guaranteed. |
| Housing | Currently available for qualified students on a limited basis. This benefit is reviewed annually. It is the responsibility of the student to pay for all other living expenses for the duration of the internship |
| Books | ~\$800 Students are responsible for purchasing required texts - Chemistry, Microbiology, Hematology, Blood Bank, Molecular Biology, Urinalysis/Body Fluids. |
| ASCP Certification Exam | Currently \$250. <i>Subject to annual increases by the ASCP BOC. Fees are the responsibility of the student.</i> |
| Uniform/shoes | ~\$200 - \$250. <i>Uniform fees are the responsibility of the student.</i> |
| Meals | Unknown. <i>Meal costs are the responsibility of the student.</i> |



Laboratory Safety Topics

Please find a list of laboratory safety topics to be discussed during student orientation below:

- BHS Mandatory Education Manual
- Bloodborne and Airborne Pathogens
- Emergency Operations
 - Laboratory Emergency Operations Plan Overview
 - Response to a Medical Emergency in the Laboratory
- Fire Safety
 - Laboratory Fire Plan
 - Laboratory Evacuation Plan
 - Smoke Free Environment
- Electrical/Utility Safety
 - Laboratory Utility Management Plan
 - Laboratory Equipment Management Plan
 - Voluntary Reporting of Device Related Adverse Events
 - Laboratory Electrical Safety
 - Laboratory Centrifuge Safety
 - Alerts/Recalls Related to Health Devices Medications Products and Others
 - Equipment and Supply Safety Procedures
 - Electrical Equipment Personally Owned
 - Telephone System Failure Procedure within BMC
- Infection Control
 - Specimen transport
 - Workstation Routine Maintenance
 - Waste Disposal in the Laboratory
 - Pneumatic Tube & Hazardous Material Spill
 - Disposal of blood tube holders
 - Personal Protective Equipment
 - Bloodborne Pathogens: Exposure Control Plan
 - Management of Exposure: Exposure to Blood/Body Fluids & Bloodborne Pathogens
 - Standard Precautions
 - Infectious Waste Handling
 - Disposal of Used Needles & Syringes
 - Hand Hygiene
 - Hepatitis B Vaccination
 - Isolation Policy
 - TB Control and Respiratory Protection Plan
- Hazardous Materials
 - Reducing Volume of Hazardous Waste



- SDS Access
- Eyewash and Safety Shower
- Chemical Hygiene
 - Chemical Hygiene Plan
- Security
 - Laboratory Safety Management Plan
 - Laboratory Security Management Plan
 - Triage of Ill or Injured Visitors or Staff
 - Key Control
 - Lab Restricted Access
- General Safety
 - OSHA Compliance
 - Documentation of Lab Accident
 - Employee Incident Report
 - Latex Safe Environment— Mgmt. and Prevention of Latex Allergic Reactions
 - Ultraviolet Light Safety
 - Excessive Noise Levels in the Laboratory
 - Ergonomics in the Laboratory



Professional Conduct

Purpose

To provide a code of professional ethics that defines the rules governing acceptable professional, personal, and academic conduct.

As a health care professional, the medical laboratory science student will:

1. Consider patient care his/her/their/hir ultimate responsibility.
2. Exhibit a professional manner in attire and conduct.
3. Respect patient's rights and be courteous and professional with them, their families, and other visitors.
4. Recognize and manage unconscious biases with education and coaching.
5. Establish a positive rapport with healthcare professionals outside the lab.
6. Uphold the confidentiality policies of the school and hospital.
7. Strive for accuracy, efficiency, and quality in performing and evaluating lab tests.
8. Accept responsibility for his/her/their/hir own work and results.
9. Welcome suggestions from instructors as an opportunity to be a better professional.
10. Learn the theories and clinical practice of laboratory testing.
11. Perform and record test results with technical precision and accepted quality control.

In personal and academic conduct, the medical laboratory science student will:

1. Achieve the highest degree of honesty, integrity, and reliability.
2. Maintain adaptability in action and in attitude.
3. Establish a sense of fraternity among peers, instructors, and other healthcare professionals.
4. Maintain effective interpersonal relationships within the laboratory and hospital.
5. Value the differences and diversity of the people you interact with and strive to be inclusive in your behavior.
6. Develop higher level educational skills such as clinical correlation, synthesis, and evaluation of laboratory data.
7. Adhere to the policies of Berkshire Medical Center and the Medical Laboratory Science program.



Berkshire Health System (BHS) Customer Service Standards of Performance

Policy Summary ([Policy BHSP 161](#))

It is the policy of Berkshire Health Systems (BHS) to provide prompt, friendly and professional service which meets the existing needs of the individual, delivered in a caring manner, provided in a safe, comfortable accessible environment.

BHS believes that employees have the power to not only improve patient care, but to strengthen the hospital's image and influence the patient's and physician's choice of hospital. Employees are expected to adhere to specific behavioral standards which hold them accountable for the manner in which they treat patients, families, visitors, vendors, physicians and co-workers.

The quality of our services depends upon the individuals who make up our organization.

Policy

The following standards of behavior are expected of each person employed by BHS.

Attitude

Exceed patient, visitor, and staff expectations by:

- Promoting the health and wellbeing of all patients who seek care.
- Looking beyond your defined role to add value in serving each other, our patients, and visitors, being proactive in providing assistance.
- Acknowledging patients, visitors, and staff with a smile, greeting and by name if known.
- Introducing yourself and your skills and "managing up" to other departments and colleagues when appropriate.
- Thanking patients and visitors for the opportunity to care for them.
- Offering to escort or direct visitors who appear lost.
- Assisting those in need, including co-workers.

Appearance

Instill confidence by presenting a professional appearance that is clean and neat by:

- Dressing in a neat and professional manner as stated in the company Personal Appearance Policy ([BHSP 132](#)).
- Being an example of health and hygiene.
- Avoiding wearing strong fragrances.
- Always wearing photo I.D. badges for security purposes. In addition, any employees with jobs requiring direct patient contact must wear I.D. badges that identify their name and skill level clearly.



Ownership

Accept responsibility for your actions and maintain an environment that promotes patient-centered care by:

- Adhering to policies and procedures, including parking.
- Taking any concern or suggestion seriously and attempt to solve and/or ask for help if the concern is beyond your ability or scope of authority.
- Cleaning up litter, debris and spills promptly, or notify the best resource to keep the Medical Center clear and safe.
- Not discussing organizational issues with patients, visitors, vendors, and other staff. ("We're so short staffed"; "I'm doing another double"; "That process/department/staff is horrible"; etc.)

Communication

Take the initiative to obtain or provide prompt, accurate, and complete information by:

- Listening and being courteous.
- Checking for understanding when explaining tests, treatments, and processes.
- Confronting and managing conflict while maintaining dignity and respect for others.
- Answering phones promptly, using a standard greeting including name, department and "May I help you?"
- Returning phone calls and e-mails promptly.
- Revising voice mail and e-mail to reflect anticipated absences.
- Keeping personal calls to a minimum.

Commitment To Co-Workers

Treat everyone with respect, honesty, and courtesy by:

- Treating co-workers with dignity, respect, and compassion; valuing and respecting differences in background and culture.
- Welcoming newcomers.
- Viewing all co-workers as equally important members of the BMC team, regardless of job, role, or title.
- Promoting cooperation between departments,
- Attempting to resolve interpersonal differences on your own, then by going to the appropriate supervisor or Human Resources director.

Privacy

Respect and protect personal information of patients, visitors, and staff at work and in the community by:

- Not discussing patient or personal information in public spaces.
- Only accessing information that is needed to perform your job responsibility.
- Not leaving patient information in public areas.
- Not gossiping about co-workers, including management and hospital business.



Waiting Customers

Explain what you are doing and what to expect in a way that is easily understood by:

- Greeting people with a smile and using their names.
- Introducing yourself to others politely. Telling them who you are and how you are going to help them.
- Keeping people informed about wait times. Letting them know if there is a delay and how long it will be.
- Advising others as to what you are doing, how procedures work and whom to contact for assistance, communicating any steps they may need to take.
- Thanking people for their patronage, help or assistance.

Safety Awareness

- Take responsibility to ensure a safe and secure environment by:
- Wearing identification badges while on hospital property and assuring co-workers are wearing badges.
- Taking action when witnessing unusual occurrences.
- Wearing personal protective clothing and gear appropriately and assuring coworkers are doing the same.
- Reporting any accident, safety hazard, or incident promptly.

Comfort

Ensure the comfort of our patients and their families by:

- Offering families and patients pillows, blankets and refreshments when appropriate.
- Limiting loud speaking and noise, especially in patient care areas.
- Assuring seating for visitors in rooms.
- Maintaining a neat and organized appearance of waiting and work areas.
- Informing patients and visitors of wireless access, computer access and appropriate cell phone use.
- Maintaining proper temperature.

Create A Quiet Healing Environment

Take necessary actions to reduce noise in patient care areas particularly in the evening and night hours by:

- Closing patient doors as appropriate.
- Reducing lighting where appropriate.
- Maintaining awareness of voice volume and other sounds in patient care areas with the goal of reducing noise.
- Providing support and positive encouragement to co-workers to maintain a quiet and healing environment.



Responsibilities:**It is the responsibility of each employee to:**

- Ensure that your behaviors and actions are at all times consistent with the standards described within this policy.
- Remind a co-worker when his/her actions do not comply with this policy.
- Compliment a co-worker when his/her actions do comply with this policy.
- Call instances of excellence or non-compliance to the attention of the appropriate supervisor or department director.

It is the responsibility of each department director and supervisor to:

- Ensure that each employee under your responsibility upholds these standards.
- Investigate reports of and document instances of violation of these standards and take appropriate corrective action.
- Commend an employee under your responsibility whose attitudes and behaviors constantly exceed those standards.
- Evaluate an employee's compliance with these standards as part of the regularly scheduled performance evaluation.
- Bring to the attention of the appropriate supervisor and/or department director, instances of unmet standards by an employee under the responsibility of another supervisor and/or department director.



Policy 1: General Student Policy

Dress Code

Disposable laboratory coats will be provided. Lab coats must always be worn by students during blood draws and within all laboratory areas. Do not go into designated clean areas of the lab or public areas (i.e. cafeteria) with contaminated lab coats.

Scrub pants and tops are the required uniform as well as compliance with [BHS Personal Appearance of Employee Policy](#).

Lectures

There will be at least 4 lectures a week in the laboratory conference room. Main subjects will be Chemistry, Hematology, Microbiology, and Immunology/Immunohematology. Other subjects include laboratory administration and supervision, safety, education, resume preparation, clinical study design, urine and body fluid analysis, phlebotomy, parasitology, mycology, serology, and molecular biology. A monthly lecture schedule will be provided to all students so they may plan their time accordingly. It is the responsibility of the student to attend lectures in a timely fashion. If a student misses a lecture, they are responsible for getting notes from classmates.

A student will not miss a lecture if they are present for school on that day unless otherwise cleared with the Program Director first. The only valid excuses are family emergency, previously arranged doctor's appointment, illness, or participating in a procedure in the clinical lab (with prior approval). Any lectures missed without permission will result in a verbal and/or written warning. Three written warnings can result in dismissal from the program.

Attendance

1. Students will be required to train 40 hours each week in the laboratory. The day starts promptly at 7:30am and ends at 4:00pm.
2. Each student receives:
 - a. Ten (10) personal days off during the year. This includes vacation as well as sick days. Five are allotted for July through December and five are allotted for January through May 31. The personal days DO NOT carry over from one semester to the next. If you do not use all the days, you will lose them. Special circumstances will be considered at the discretion of the Program Director.
 - b. Nine (9) Massachusetts observed holidays off. If a student volunteers to work a holiday, they will be paid the overtime rate of one and a half the standard student pay for that day.
 - c. The day after Thanksgiving and the week between Christmas and New Year's Day as vacation time (time off will vary by year depending on which day of the week the holiday falls).



3. Students may not take more than 5 personal days off during any one of their rotations. A student may not take 5 days off during a 4-week rotation unless permission is granted at the discretion of the Program Director.
4. If you are unable to train because of sickness and/or a personal matter, you will be required to call:
****Very important****
 - a. The lab specimen processing area at 413-447-2575 at least one hour before you are scheduled to come in. This line is always answered because the lab is open 24 hours a day. Your name will go on the "status board" so your department knows not to expect you. This is very important as some students have only left messages on the Program Director's voice mail who was off for the day leaving the department to wonder where the student was.
 - b. You will also be responsible to call (office phone: 413-447-2580), email or text (personal contact info will be provided) the Program Director concerning your absence. If there is an emergency, please call the Program Director at your earliest convenience.
5. Inclement weather: The school does not close for inclement weather. Lectures and clinicals remain on the normal schedule. It is at the discretion of the Program Director to dismiss students based on the weather forecast. A student may exercise their right to use one of their 10 personal days for weather related absences. Students are held responsible for missed material or assignments.

Voluntary Service Work — Lab Assistant

No student is required to work as part of the internship. Work is on a voluntary basis outside of school hours. [See policy 6 for details.](#)

Advising and Guiding

The program has numerous resources to offer advice and guidance to students. The Program Director as well as lab supervisors, managers, the Laboratory Director, and technologists are available for academic advice or career advice. The pathologists are also available for academic tutoring and counseling. The Berkshire Health Systems Education Department has resources to assist students academically or with career advice. Students may ask the Program Director for assistance in coordinating this or the student can coordinate this on their own. The hospital has an Employee Assistance Program that is available to all employees and students for behavioral/mental health or other personal issues. The Program Director has an open-door policy and has many years of experience and connections to resources to assist students in almost any issue. All counseling sessions remain confidential. Disclosure of counseling or academic information is not permitted without written authorization from the student.

Breaks

There will be two 15-minute breaks allowed per day, one in the morning and one in the afternoon. A 30-minute lunch break is allowed for the 8-hour training day.



Quizzes, Exams, and Assignments

Most quizzes, exams, and assignments will be posted on the monthly lecture schedule calendar. If a student calls out sick on the day of a quiz or exam or when an assignment is due, they will be expected to take the exam or hand in the assignment on the day they return to the lab. The grade will be adversely affected if the student does not comply with this policy (decreased up to one full letter grade). All hand-in assignments need to be turned in at 7:30am on the day they are due on your monthly calendar. Failure to meet the expected deadline can result in a decrease in grade for the assignment or exam. Extenuating circumstances will be considered at the discretion of the Program Director.

Tardiness

Chronic tardiness is not acceptable in this program. A student will first receive a verbal warning. If the tardiness continues, they will receive written warnings. Three written warnings are grounds for dismissal from the program.

Verbal/Written Warnings

Unsatisfactory performance or violations of Berkshire Health System's, BMC Laboratory's or MLS program policies, standards, practices, and regulations may result in corrective actions according to the frequency, seriousness, and circumstances surrounding the offenses. The Medical Center and the Program reserves the right to omit one or more of the steps in this procedure based on the circumstances and seriousness of the situation. [See Corrective Action Policy BHSP 104 along with Student Probation, Suspension and Dismissal Policy 4 B.](#)

Personal Calls/Cell Phones/Exams

Personal calls made from the laboratory telephones should be local calls unless otherwise authorized by the Program Director and should be kept to 5 minutes. Use of cell phones should be confined to breaks and lunch. No cell phones are permitted in the lab.

Exams: Your cell phones will be sequestered prior to each quiz, practical test, or exam. Upon completion of the quiz, practical test or exam, your cell phone will be returned to you. Any other personal electronic device capable of providing information will be sequestered as well (ex. Apple watch).

Food items

No food will be allowed during lectures, during exams, or when a student is in the clinical lab or a patient care area. This can be a distraction to your classmates, to the speaker during lecture, appear unprofessional to patients, and is considered a hazard per OSHA in the clinical lab.



Policy 2: Practical Rotation Evaluation Policy

All clinical instruction takes place in Berkshire Medical Center's laboratory at the main campus. The enrollment capacity is designed so that the lab can accommodate a positive clinical experience for all students during training. Should an adverse event happen where a specific department was temporarily compromised, we would utilize our satellite facilities (Cancer Center, North Adams, Fairview) on a temporary basis to continue clinical instruction without interruption. [For prolonged issues refer to policy 12 —Teach Out Plan.](#)

The medical laboratory science student is to be supervised at all times in the laboratory rotation. The ultimate goal is for students to perform testing on patient specimens under the supervision of qualified instructors. If at any time performance improvement is deemed necessary, the student shall be notified and instructed as to the means of improving their performance. If unsatisfactory performance still occurs, the Program Director and the department supervisor will meet to determine appropriate action necessary. The student's college advisor/coordinator will be notified immediately if a problem is deemed serious. In addition to the continuous observation and informal feedback, the student shall also receive formal evaluations as defined below.

All rotations 4 weeks or greater

Weekly supervisor check-in

The purpose of this check-in is to:

- Identify issues that can be readily addressed.
- Monitor progress on task lists.
- Discuss student plan for the following weeks.

Departments that are 7 weeks

Mid Practical Rotation Evaluation

The purpose of this evaluation is to:

- Identify performance of students midway through the practical rotation.
- Determine aspects of performance that need improvement and recognize aspects of performance that are commendable.
- Establish means, direction, and instruction to assist the student in being able to improve or reinforce performance so that the student will be better able to meet objectives and achieve the desired competencies.



This evaluation is to be read and signed by the student. Any questions or concerns from the student will be addressed by the supervisor and/or Program Director. The evaluation then goes to the Program Director for final review and retention in the student's file.

Final Practical Rotation Evaluation

Students are evaluated at the completion of the practical rotations in 3 ways:

- Psychomotor
- Affective (Behavioral)
- Cognitive evaluations (practical exam)

Input to be used in the psychomotor and affective evaluations shall be obtained from the department supervisor, technologists, and other training personnel in each department. These evaluations are to be signed by the department supervisor or other appointed representative, the student, and the Program Director. The affective and psychomotor evaluations are then kept in the student's file for the clinical year. Practical exams in the cognitive domain are given at the end of each rotation.

The student has the right to appeal an evaluation grade within 10 working days from the date the student reviewed the evaluation with the Program Director. If differences cannot be settled the student should follow the grievance procedure outlined in [Policy 4A](#).



Policy 3: Grading Policy and Pass/Fail

1. The decision to curve the class grades/exams is left at the discretion of the primary instructor in consultation with the Program Director.
2. A retake of midterm exams can be scheduled at the student's request in order to raise a failing grade. A student may only retake a total of two midterm exams. An average of the two exams will constitute the final midterm exam grade. Retakes for final exams are at the discretion of the Program Director.
3. A student must maintain an average quiz grade of 75% or higher in all courses for the first half of the year and a 75% total average after completion of midterm exams for each course. If a student fails to meet this guideline, then disciplinary action and performance improvement are required for continuation in the program. A student will be put on academic probation and a plan of action will be outlined for the student in conjunction with the instructor and the Program Director. The progress will be monitored. If the minimum requirement can't be achieved, then dismissal from the program will be initiated. [See Policy 4B](#). A student must maintain a quiz average of 75% and a total average of 75% throughout the second half of the program for all courses. Failure to do so will initiate academic probation, an action plan, monitoring and if no improvement is demonstrated, possible dismissal from the program. [See Policy 4B](#).
4. No student will be allowed to graduate from this program with a final lecture series grade below 75% in any subject. A minimum average of 75% must be maintained.
5. A student will not graduate from this program until they complete all assigned work in each didactic course.
6. A student will not graduate from this program until they complete all assignments up to and including final exam weeks and review week/mock exam week as designed by the program director.

Clinical

1. No student will graduate from this program with a final clinical grade below 75%. A minimum average of 75% must be maintained. If a student fails to meet this guideline, then disciplinary action and performance improvement are required for continuation in the program. A student will be put on academic probation and a plan of action will be outlined for the student in conjunction with the department supervisor and the Program Director. The progress will be monitored. If the minimum requirement can't be achieved, then dismissal from the program will be initiated. [See Policy 4B](#).
2. A student will not graduate from this program until they complete all assigned work in each clinical rotation.



Granting of Certificate

Upon successful completion of the clinical internship students are presented with a certificate from the School of Medical Laboratory Science. Granting of this certificate is not contingent upon passing any certification or licensure examinations.

Grading System

| | | | |
|----------|---|----|---------|
| 93 – 100 | = | A | |
| 90 – 92 | = | A- | |
| 87 – 89 | = | B+ | |
| 83 – 86 | = | B | |
| 80 – 82 | = | B- | |
| 77 – 79 | = | C+ | |
| 75 – 76 | = | C | |
| 70 – 74 | = | C- | Failing |
| 60 – 69 | = | D | Failing |
| 50 – 59 | = | F | Failing |



Policy 4: Non-Academic Problem Solving and Appeal Policy

If a student has a non-academic problem with an employee, instructor, or student of the hospital, the MLS student should approach this person and try to resolve the problem amicably. If, based on the particular circumstances of the disagreement, that is not possible, then the student can request assistance from the Program Director.

If a student has a problem with the Program Director or any other instructor or employee that cannot be resolved by the Program Director, the student will use the hospital problem solving and appeal process that applies to all employees and students, the Problem Solving and Appeal Procedure ([See BHS Policy - BHSP 107](#)). All students are educated about this policy during orientation. Students of the medical laboratory science program can use this procedure for non-academic issues. This process is used to ensure due process and fair disposition.

All hospital policies are available on the employee portal upon entrance into the program (click on any internet icon on any hospital computer and it will automatically open up to the employee portal page. Select the Policies and Procedures tab and use search feature to find policy). Copies can be mailed upon request.

Policy 4A: Academic Grievance and Appeals Policy

Purpose

To provide the medical laboratory science student with a procedure that allows for due process and fair disposition of academic grievances or appeals.

Grievance and Appeals Committee

| | |
|--------------------------|--|
| Kelly Wilk, PH.D. | Education Specialist, Berkshire Health Systems |
| David Jones, M.D. | Pathologist/MLS Instructor |
| Kathy Lavinio | Manager of Outreach |
| David Jones, M.D. | Pathologist/MLS instructor |
| Becky McKeever | Operations Manager |
| Alternate: | Anatomic Pathology Supervisor or Manager |

The Program Director – MLS program oversees the grievance/appeal process.



The MLS advisor of the affiliated college/university from which the student originates will participate if deemed necessary and if the grievance/appeal directly affects the affiliated institution and their academic policies. For a list of faculty members, see below:

MLS Advisors

| | |
|-------------------------------|------------------------------|
| Jose de Ondarza, PH.D. | Plattsburgh State University |
| Ann Billetz, PH.D. | MCLA |
| Diane Valentin, M.D. | Saint Joseph's University |
| Uzma Imtiaz, PH.D. | Monmouth University |
| Melody Neely, PH.D. | University of Maine |

The Program Director will oversee the grievance/appeal process.

If a complaint is lodged against a committee member, then an alternate person shall be selected by the Program Director or other neutral committee member.

If a Grievance/Appeals Committee member is unable to participate in a formal grievance or appeal, then an alternate person will be chosen by the Program Director with approval from the student filing the grievance/appeal.

Procedure

1. The student must submit the grievance/appeal in writing to the Program Director using the Academic Grievance and Appeals form as soon as it becomes apparent that an informal resolution can't be agreed upon. The student will retain a signed copy of the formal grievance/appeal for his/her/their/hir records.
2. The Program Director will immediately distribute a copy of the formal grievance/appeal to all committee members.
3. If the student is from an affiliated institution, the MLS advisor of the college/university will be contacted and will receive a copy of the formal grievance/appeal. The MLS advisor will be consulted as to whether there is a need to participate in the proceedings. If it is not necessary for the MLS advisor to participate, they will receive updates regarding the progress of the grievance/appeal.
4. The Program Director will schedule a meeting with the committee within 5 working days from the date of the formal grievance or appeal.
5. The person(s) involved with the grievance/appeal shall be responsible for supplying the committee with any pertinent data requested.
6. The committee will interview (individually) all parties involved in the grievance/appeal. All meetings will be confidential.



7. Upon reviewing pertinent data and evaluating the interview information with the parties involved, the committee will discuss and decide upon a resolution within 5 working days from the initial committee meeting. A majority vote will decide the resolution. In the event a resolution that is satisfactory to the committee members cannot be agreed upon, a neutral party from the Department of Human Resources will be asked to intervene and mediate the proceedings. An additional neutral party may be asked to participate.
8. An appointed member of the committee will submit the final resolution in writing to the Program Director using the Academic Grievance/Appeal form within 1 day of the decision.
9. The Program Director will distribute the final resolution, in writing, to the student within 3 working days of the committee's recommendations. The affiliated college/university shall receive a copy of the resolution (if applicable).
10. All grievance/appeal proceedings will be kept confidential, and the records will be kept on file with the Program Director.
11. An academic grievance/appeal resolution that results in failure to comply with School of MLS Pass/Fail Policy 3 (maintaining a 75% overall average or above in didactic and clinical instruction) will warrant the institution of the Dismissal Policy.

Note: As stated on the Academic Grievance and Appeals form, by signing the form, the student agrees that the findings of the Grievance and Appeals Committee will be final and binding.



Academic Grievance and Appeals Form

This form acknowledges that the Program Director or instructor was unable to come to an acceptable resolution for the following student without using the formal grievance/appeals process.

Student Name (Please Print):

To be completed by the student and returned to the Program Director:

Student explanation of grievance or appeal:

Resolution requested:

Student Signature*

Date Signed

Program Director acknowledges receipt of formal grievance.

Program Director Signature

Date Signed

The Grievance and Appeals Committee will meet as soon as possible, but within 5 working days from the date that the formal grievance/appeal was filed.

The final resolution will be decided within approximately 14 working days from the date the formal grievance/appeal was filed.

*By signing this form, the student agrees that the findings of the Grievance and Appeals Committee will be final and binding.



Policy 4B: Probation, Suspension and Dismissal

1. A student in poor academic standing will be put on academic probation with an action plan in place. The academic advisor of the affiliated college/university will be notified as to the status of their student (if applicable): Grades will be monitored for improvement and the academic advisor of the affiliated college/university will be updated (if applicable) as to the student's progress before being officially dismissed from the program. A student will be dismissed if grades are not in accordance with the School of Medical Laboratory Science [Grading and Pass/Fail Policy 3](#).
2. The academic advisor of the affiliated college/university will be consulted prior to official dismissal, in conjunction with the student and Program Director, to determine college credits awarded for partial completion of the MLS program. The credits awarded will be based on clinical/didactic training completed and, on the college/universities academic policies.
3. A student will be notified in writing of dismissal from the program in consultation with the academic advisor of the affiliated college or university (if applicable).
4. Other offenses that may result in probation, suspension or dismissal include, but are not limited to:

| | |
|--------------------------------------|----------------------------------|
| Cheating | Substance abuse |
| Unethical/unprofessional behavior | Plagiarism |
| Sexual harassment | Violent/threatening behavior |
| Violation of patient confidentiality | Theft |
| Excessive absenteeism | Multiple verbal/written warnings |

For these offenses, the Program Director will follow the hospital [Corrective Action policy BHSP 104](#) and [Termination Procedure BHSP 105](#).

5. A student may be terminated or denied a certificate of graduation if they do not complete the internship according to all School of Medical Laboratory Science policies.
6. Students must also abide by all hospital and laboratory policies and are subject to probation, suspension, or termination for failure to comply with these policies. See the following hospital policies [BHSP 104 Corrective Action](#), [BHSP 105 Termination Procedure](#). All hospital policies are located on the employee portal which is accessible on any hospital computer to the students at any time during the program. All lab policies and procedures are accessible in the lab document control system using the student log in. These policies are also discussed during the hospital and MLS school orientation.



Policy 5: General affective objectives for all clinical experiences and didactic courses

1. Comply with biosafety regulations by practicing proper disposal of biohazardous material, as evidenced by complying with established safety regulations.
2. Exhibit interest in the laboratory assignments and lecture discussions by participating.
3. Help maintain a neat, clean, and orderly work area in the student room and during your clinical instruction.
4. Demonstrate proper care and use of computers, student room and laboratory equipment using established guidelines.
5. Be punctual for all clinical rotations, didactic courses, and school meetings.
6. Complete tasks in a timely manner with minimal supervision by following instruction.
7. Cooperate with all instructors, laboratory staff and peers.
8. Exhibit confidence in performing laboratory tasks without being over-confident.
9. Accept instruction and performance improvement suggestions maturely modifying behavior accordingly.
10. Cooperate and adapt when situations arise and there is an unexpected but necessary change to your learning schedule — lecture or clinical.
11. Comply with all School of Medical Laboratory Science, laboratory, and hospital policies.

Policy 6: Service Work

1. All students are offered employment as laboratory assistants during the internship. Students may work as phlebotomists, specimen processors, couriers, or assistants in laboratory departments once they have been properly trained. Students can only work outside of the clinical internship hours that are Monday through Friday 7:30am to 4:00pm.
2. Students may not work for pay during the established school hours. Department supervisors and training technologist are responsible for monitoring the activities within a department. No student will be in a department without supervision from lab staff.
3. Students must comply with BMC employment policies and follow all hospital/lab procedures as well as those of the School of Medical Laboratory Science. This includes, but is not limited to, conduct, ethics, safety, professionalism, and regulatory compliance. Violations are subject to action as outlined by BMC and School of MLS policies.
4. A student may not work outside of internship hours if they do not comply with any of the School of MLS policies including the [Grading and Pass/Fail Policy 3](#).
5. Students will not be relied on or used as regular "staff" during school hours.
6. Service work by students is noncompulsory and not necessary for successful completion of the program.



Policy 7: Essential Functions

In order to participate in a medical laboratory science educational program and achieve career entry level competencies, students must be able to perform the duties of the job based on specifications and requirements for licensure and specific job performance duties. Students should therefore have the ability to perform the following essential functions:

Physical/Psychomotor skills

The student must demonstrate the following:

1. Successfully pass a pre-admission physical examination by Berkshire Medical Center.
2. Have the ability to move freely within educational rooms and Berkshire Medical Center laboratory departments to accomplish assigned tasks.
3. Possess visual acuity to discriminate color reactions (i.e. special stains, cell morphology, chemical strip reactions, microbiology plates and biochemical reactions, etc.), to discern fine details of cells for accurate identification, to perform microscopic analysis, to proficiently use a computer and to read charts, graphs, and printouts (or use prosthetics that will enable the senses to function adequately so the requirements can be met).
4. Possess sufficient motor skills and manual dexterity to accurately perform delicate tasks including the following, but not limited to, without compromising patient, student, or employee safety:
 - a. calibration, monitoring, and maintenance of laboratory instruments.
 - b. follow precise lab procedures.
 - c. pipet liquid from microliters to milliliters using various pipettes.
 - d. streak an agar plate within 30 seconds to obtain isolated colonies.
 - e. perform phlebotomy safely and proficiently using vacuum tube systems and winged infusion sets on patients including those confined to a hospital bed or seated in specimen collection furniture.
 - f. grasp, hold, label and transport specimens for processing, handle/use reagents, hazardous chemicals, and highly technical equipment to perform laboratory testing.
5. Have enough strength to lift weights up to 20 pounds from the floor to waist level.
6. Possess the ability to sit or stand in places for extended periods of time up to 8 hours. Bend, crouch, or stoop up to 20 times per hour.
7. Have the ability to reach laboratory bench tops and shelves, patients lying in hospital beds, patients seated in specimen collection furniture, or have the ability to lean forward 18 inches.
8. Possess the ability to work in an environment with potentially infectious materials (HIV, Hepatitis, TB, etc.) and toxic or irritating chemicals. May be exposed to noise and temperature variations.



Cognitive Learning Skills

The student must demonstrate the ability to:

1. Receive, interpret, remember, reproduce, and use information in the cognitive, psychomotor, and affective domains of learning to solve problems and evaluate work.
2. Process and categorize information using course goals and objectives.
3. Receive, interpret, remember, reproduce, and use information in order to achieve satisfactory performance in all theoretical and clinical courses.
4. Integrate and relate data generated in multiple clinical laboratory settings.
5. Work from written and/or verbal instructions in a timely manner.
6. Work under strict time constraints in lecture and laboratory producing on-time and accurate results.
7. Focus work and thoughts to foster productivity in a fast-paced, noisy, and often distractive environment.

Communication

The student must be able to:

1. Have the ability to read, write, interpret and communicate proficiently (using English) to students, faculty, clinical staff, healthcare professionals and patients.
2. Possess hearing acuity so as to be able to communicate with others, including the use of telephone or other electronic communication device and monitoring of equipment (or use prosthetics that will enable the senses to function adequately so the requirements can be met).
3. Maintain appropriate body language to portray confidence, interest, and understanding to patients, instructors, lab staff and other students.

Self-Care/Personal Hygiene

The student must be able to:

1. Maintain general good health and self-care in order not to jeopardize the health and safety of self, faculty, staff, and patients with whom the student will interact with during the course of the clinical internship:
 - a. Maintain personal cleanliness so that no inappropriate odors are present. Also be conscious of fragrances from perfumes, lotions, and other beauty and hygiene products.
 - b. Maintain clean and neat appearance of hair, skin, nails, and teeth.
 - c. Maintain clean and neat appearance of clothing and shoes.
 - d. Remove yourself from "at risk" settings when you are ill or potentially contagious to others.
2. Arrange reliable transportation (including emergency alternate transportation) and living accommodations to foster timely reporting to clinical training and lectures.



Affective

The student must be able to:

1. Demonstrate sufficient psychological stability and maturity to effectively handle the rigors of a demanding clinical internship using necessary multitasking abilities and problem solving to perform effectively in stressful situations.
 2. Possess the mental health required for full utilization of their intellectual abilities.
 3. Demonstrate respect to all people including students, instructors, staff, and patients without showing bias or preference on the grounds of age, race, gender, sexual preference, disease, mental status, lifestyle, opinions, or personal values. Promote good working relationships.
 4. Demonstrate professional skills such as the ability to work independently and manage time efficiently.
 5. Follow all School of Medical Laboratory Science and Berkshire Medical Center employee policies.
 6. Maintain patient and student confidentiality at all times.
- ✓ I have read the above Essential Functions and understand that they are required to succeed in the Medical Laboratory Science program. I meet these requirements.
 - ✓ I understand that the inability to meet any of these requirements in practice may result in non-admission or dismissal from the School of Medical Laboratory Science.
 - ✓ I also understand that the majority of ADA accommodations are not consistent with the goals and outcomes of the medical laboratory science profession due to accountability regarding patient safety.

Policy 8: Student Refund

Total Tuition:

Total Tuition: \$5000.00 (in state and out-of-state).

1. Notice to the Program Director is required as soon as the student decides to cancel their enrollment (preferably in writing). If we receive notice before the first day of school and the tuition has been pre-paid, we will refund all of the tuition minus the \$250.00 nonrefundable deposit to hold the training position for a total of \$4750.00.
2. If we receive notice to cancel the enrollment within the first 30 days of the program, we will refund the student the total balance of the tuition minus the \$250.00 nonrefundable deposit for a total of \$4750.00. [See Withdrawal Policy 9.](#)
3. Any decision on the student's part to leave the program after the first 30 days results in the total forfeiture of all tuition fees paid with no exceptions. [See Withdrawal Policy 9.](#)
4. Any expenses incurred during the student's enrollment in the program is at the risk of the student and **not** the responsibility of the School of MLS to reimburse the associated costs.



Policy 9: Withdrawal, Leave of Absence/Readmission

1. Students from affiliated colleges/universities should consult with their Academic Advisor/MLS Program Coordinator and the college/university catalog for refund information. The Program Director, in conjunction with the academic advisor representing the college or university, will decide course credits based on the time in the internship and percentage of courses completed. An exit interview with the Program Director is encouraged.
2. Non-affiliated students should submit their request in writing to the Program Director. An exit interview with the Program Director is encouraged.
3. For refund information, consult the [Student Refund Policy 8](#).
4. Textbook fees or any other expenses incurred before or during the program are non-refundable.
5. All students who withdraw from the program shall relinquish the right to use student services made available by the hospital and laboratory.

Leave of Absence/Readmission

Students who are in good academic standing and must temporarily withdraw from the program due to unavoidable circumstances such as health issues, family circumstances, military duty, etc. should request a leave of absence from the program. Documentation of the reason for the leave is required and will be considered by the Program Director and faculty. If the reason for the leave is deemed appropriate, the student will receive a letter indicating the leave has been granted. These students are not dismissed from the program and will be placed in the first available space if they are able to return within 2 years. Tuition will not need to be paid upon return if it is within the 2-year time frame. Any additional fees that were added in the student's absence will be required to be paid (not including a tuition increase).

A person who has requested a Leave of Absence, voluntarily withdrawn or has been dismissed from the program may be readmitted under the following guidelines:

1. Only one readmission to the MLS program is permitted. This readmission must occur at the start of the program or at the midway point of the program.
2. A student must re-apply to the program if they have been dismissed. A student may not be reconsidered for the program depending on the circumstances surrounding the dismissal. This will be at the discretion of the Program Director in conjunction with the Advisory Committee.
3. A student must request a readmission in writing.
4. Students who left in good academic standing, will need to take a comprehensive reentrance exam, and must get a minimum passing score of 75% in order to be exempt from repeating prior coursework in which they already had a passing grade.
5. A student can be admitted only if there is space available at the time of the request.
6. Extenuating circumstances will be evaluated on a case-by-case basis.



Policy 10: Record Retention

Student records are maintained by the Program Director for the School of Medical Laboratory Science.

Contained in these records are:

- Application material including college transcripts, letters of recommendation, and completed application.
- Grade sheets and official transcripts from the program.
- Affective evaluations from clinical departments.
- Attendance records.
- Counseling session/Advising notes (if applicable).

Student files are housed in a locked filing cabinet next to the Program Director's office. The only people who have access to these files are the Program Director or a manager acting on behalf of the Program Director. A student may view their file at any time and copy pertinent information upon request. Original documents must stay in the student file. Student files are held indefinitely. Older files (>20 years) are stored in a locked filing cabinet in the School of Medical Laboratory Science student room.

Information from the student's file is only released to a third party by written consent from the student or graduate.

In addition:

Health records related to the School of Medical Laboratory Science (i.e. pre-admission physical, Hepatitis B vaccine series, etc.) are kept in Berkshire Medical Center's Employee Health department and are subject to state and federal guidelines for record keeping.

Students fall under "temporary employee" guidelines at Berkshire Medical Center so files specific to the hospital would be kept in the appropriate hospital department (for example Education Dept, Human Resources Dept) and are subject to state and federal guidelines for record keeping.



Policy 11: Assessment and Continuous Quality Improvement (CQI) Policy & Plan

Purpose

The purpose of the CQI plan is to provide a high-quality education in the field of laboratory science that evolves to meet the needs of our current students, graduates, future employers, accrediting agencies, and the laboratory profession as a whole, that results in successful student outcomes and proficient entry-level medical laboratory scientists.

Methods of assessment: To ensure assessment and continuous quality improvement is being evaluated, the program utilizes an array of tools to analyze and assess the effectiveness of the MLS program. This includes, but is not limited to, the following:

| Evaluation Tools | Analysis Time frame | Plan/Implementation Time Frame |
|--|--|--------------------------------|
| ASCP BOC exam overall and sub-content scores, and pass rate | Typical time frame: June to September | Continuous |
| Graduation and Attrition rates | Typical time frame: June to September | Continuous |
| Employment and Placement rates of graduates | Typical time frame: June to September | Continuous |
| Evaluations completed by students: <ol style="list-style-type: none"> 1. End of Year – Lecture. 2. End of Year – Department. 3. Overall program evaluation. 4. Program goals and objectives evaluation. 5. End of rotation evaluations. | Typical time frame: June to July | Continuous |
| Post graduate survey | Typical time frame: post-graduation >10 months | Continuous |
| Employer survey | Typical time frame: post-graduation >10 months | Continuous |
| Didactic course final examinations | Typical time frame: Summer | Continuous |
| Clinical cognitive practical exams | Typical time frame: Summer | Continuous |
| Clinical Psychomotor Evaluations | Typical time frame: Summer | Continuous |
| Clinical Affective evaluations | Typical time frame: Summer | Continuous |
| Didactic course evaluations | Typical time frame: All year | Continuous |
| Advisory committee meetings | Bi-annual: Summer/Winter | Continuous |



Responsible parties

The program director is ultimately responsible for ensuring the following:

Data is being collected, compiled, analyzed, and distributed.

1. Coordinating meetings to review the data and develop action plans.
2. Implementing and monitoring the agreed upon changes.

The program director will delegate the above duties to appropriate personnel as deemed necessary.

Data distribution includes but is not limited to:

1. End of rotation evaluations to clinical supervisor and/or staff.
2. Didactic course evaluations to all course instructors.
3. End of year evaluations to academic and clinical supervisors.
4. All evaluation materials listed in this document, as needed, to the Advisory Committee.

Additional assessment may occur in the form of:

1. Annual review of school policies.
2. Annual review of student handbook.
3. Faculty/Supervisor meetings — individual and group.
4. Student meetings individual and group.
5. Meetings with local colleges/universities.
6. Meetings with local and regional healthcare groups.
7. NAACLS continuing accreditation self-study and site visit.

**For complete CQI plan benchmarks, please request a copy from the Program Director.*



Policy 12: Teach Out Plan

Upon any planned or unforeseen disruption in the medical laboratory science program the Program Director will assemble the Advisory Committee as soon as possible to discuss all implications, obstacles and options for moving forward. The laboratory cannot guarantee the completion of the program within the 48-week allotted time. The program may need to be accelerated or extended due to the limited availability of clinical training positions at other facilities. The laboratory will do its best to complete the training in a timely manner.

The following are highlights of the plan. The full plan is available upon request from the Program Director.

Didactic Disruption

Remote instruction using live Teams, Zoom or pre-recorded lectures. Exams will be held in person if possible or through a Learning Management System (ex. Canvas) if full remote learning is necessary. Local colleges will be contacted for didactic space as necessary.

Clinical Disruption

Instruction will take place on one of our alternate campuses if possible. For clinical training not available at an alternate Berkshire Health Systems campus, other area hospitals will be contacted and utilized if feasible or simulation will be used when necessary. Local colleges will be contacted for lab training space as necessary.



Midterm/Final Exam Policy

1. There are 4 Midterm exams:
 - a. Blood Bank
 - b. Chemistry
 - c. Hematology
 - d. Microbiology
2. There are 6 Final exams:
 - a. Blood Bank
 - b. Chemistry
 - c. Hematology
 - d. Immunology
 - e. Microbiology
 - f. Urine/Body Fluid Analysis.
3. The start time of each exam will be determined by the Program Director and a schedule will be distributed to the students. If a student is late for a scheduled exam, he/she/they will not be eligible to take the exam until the next scheduled exam time, thus taking 2 exams back-to-back with no break in between exams. In addition, they will be docked 1/2 a letter grade from the final score of each exam.
 - a. For example, if the student scores a 95 on any of the exams, the recorded grade will be a 90.
4. If a student is late a second time for an exam, he/she/they will not be eligible to take the exam until the next scheduled exam time, thus taking 3 exams back-to-back with no break in between exams. In addition, they will be docked 1 letter grade from the final score of each exam.
 - a. For example, if the student scores a 95 on any of the exams, the recorded grade will be an 85.
5. For final exams only: If a student is late a third time for a final exam, he/she/they will not be eligible to take any of the exams and will receive a failing grade for each exam that will be factored into their final grade at the discretion of the Program Director. If the grade does not meet the requirements for the School of Medical Laboratory Science Grading Policy and Pass/Fail policy #3 then the student may be dismissed from the program and will not graduate.
6. If a student is late for an exam, on time for the next 2 and then late again, the policy will start as a second late exam and will not reset as a first late exam.
7. If a student is absent for any midterm or final exam, a note from a healthcare provider or some form of supporting documentation for the absence must be given to the program director or the student will not be allowed to re-schedule the exam. They will receive a failing grade for the missed exam.
8. Extenuating circumstances will be at the discretion of the Program Director.



Academic Integrity Honor Code and Pledge

As a member of Berkshire Medical Center's School of Medical Laboratory Science (MLS), I pledge to follow the Academic Integrity Honor Code stated in this document. I pledge to uphold the highest standards of ethics and academic integrity. In addition, I pledge to follow all rules for exams and assignments, as specified by the course instructor or Program Director (PD), and follow the Honor Code's rules, which include, but are not limited to, the following:

- ✓ I understand I must work entirely alone on homework, quizzes, exams, or any course assignment deemed individual work by the instructor or PD.
- ✓ I will not share information about any aspect of any assignment with other students of the class, other faculty members, or any other person who has not already completed such assignment without express permission from the instructor or PD.
- ✓ I will direct all questions concerning homework, quizzes, exams or any course assignment to the instructor or PD.
- ✓ I understand it is the student's responsibility to get clarification from the instructor or PD if there are academic integrity questions concerning homework, quizzes, exams, or any course assignment.

I understand any academic integrity violation may result in immediate dismissal from the MLS program. I will be held to the standards explained here. My instructor, in conjunction with the PD, will determine the severity of the offense and the appropriate grade. You have the right to appeal the academic sanction, first to the instructor. If the Instructor is unable to resolve your appeal, you can consult with the PD. The grade assignments and additional academic sanctions will depend on the seriousness of the offense and may range from the receipt of:

- An "F" or "Zero" grade on the paper, task list, take home exam, etc.
- An "F" in the course or activity in which credit may be earned.
- Academic dismissal for any violations of academic policies or items listed in this document.
- Possible revocation of the degree or graduate certificate following a thorough investigation.

Examples of Academic Dishonesty

- **Cheating** is using or attempting to use materials, information, notes, study aids, or other assistance in any type of examination or evaluation which have not been authorized by the instructor.
- **Plagiarism** is intentionally or carelessly presenting the work of another as one's own. It includes submitting an assignment purporting to be the student's original work which has wholly or in part been created by another person. This includes the use of artificial intelligence (AI) unless the program director is consulted and guides the use of the tool. It also includes the presentation of the work, ideas, representations, or words of another person without customary and proper



acknowledgement of sources. Students must consult with their instructors for clarification in any situation in which the need for documentation is an issue and will have plagiarized in any situation in which their work is not properly documented.

- **Fabrication** is the use of invented, counterfeited, altered, or forged information in assignments of any type including those activities done in conjunction with academic courses that require students to be involved in out-of-classroom experiences.
- **Forgery** is the imitating or counterfeiting of images, documents, signatures, and the like.
- **Obstruction** is any behavior that limits the academic opportunities of other students by improperly impeding their work or their access to educational resources.
- **Complicity** is assisting or attempting to assist another person in any act of academic dishonesty. A student will be considered to be complicit if the student is aware of an academic integrity violation, is able to report and fails to do so.
- **Improper use of teamwork credit** is allowing your name to be included on a group project in which you did not participate. This act is considered a violation of academic integrity.
- **Solicitation or Purchase** is the offering, advertising, or responding to solicitations or purchasing products or services designed to facilitate, support or actively contribute to the commission of an act of academic dishonesty.
- **Misrepresentation** is submitting the work of another as your own, e.g., using a ghostwriter to write a paper, thesis, case study, presentation, etc.; having another person complete an on-line class in your name. This includes the use of artificial intelligence (A.I.) unless the program director is consulted and guides the use of the tool.
- **Misconduct in Research and Creative Endeavors** is a serious deviation from the accepted academic and professional practices within a discipline or from the policies of the MLS program in carrying out, reporting, or exhibiting the results of research or in publishing, exhibiting, or performing creative endeavors. Research Misconduct means fabrication, falsification, or plagiarism in proposing, performing, or reviewing research, or in reporting research results.
- **Computer Misuse** includes unethical or illegal use of the computers of any person, institution or agency in which students are performing part of their academic program.
- **Misuse of Intellectual Property** is the illegal use of copyright materials, trademarks, trade secrets or intellectual properties, other than what is applicable under any existing "fair use" policy for academic purposes.
- **Violation of State or Federal laws** with regard to intellectual property is conduct that violates and does not adhere to state or federal laws concerning the fair use of copies or other intellectual property.

This pledge is in effect for the duration of the MLS program and applies to each and every assignment, quiz, task list, midterm, final, unknown, case study project, etc.



Other Examples of Cheating

Examples of cheating you may not be aware of:

- Discussing a practical exam in the student room while other classmates are there and have not been in that clinical rotation yet.
- For take home exams, asking what you got for answer number 3.
- After you have been in a rotation, talking about the unknowns you got with your classmates.
- The unauthorized use of Artificial Intelligence (A.I.).



Housing Agreement

Agreement governing use of living quarters on all Berkshire Health System premises.

No family housing is available at this time.

As a condition of obtaining student living quarters on the Berkshire Health System premises, I agree and consent to the following terms and conditions:

1. Berkshire Health Systems reserves the right to change student housing assignments and occupancy levels in the interest of housing needs, health, discipline, or the welfare of the student and/or other students. We will attempt to honor special housing requests as we can but may not always be possible. On some occasions students may share a room with a fellow student of the same gender. Please be mindful, respectful, and courteous to your fellow roommates. *(If arriving for housing and having tested positive for COVID you will not be assigned in housing but provided a hotel room nearby until a negative COVID test is obtained).*
2. To observe all house rules and to use the building in compliance with all Berkshire Health Systems (BHS), local, state, and federal laws, and in accordance with BHS rules of good conduct.
3. To be responsible for the upkeep of the room assigned to said student, to maintain the room in clean condition and to keep common areas of the student house in clean condition after use (ex. kitchen, bathroom, etc.).
4. Not to cook or store food in the assigned room. Not to use hot plates, toasters, toast-r-ovens, microwave ovens, mini-stoves, or other such devices in the assigned room.
5. Use of electric heaters, quartz heaters, or other such devices in any room in the apartment is not permitted.
6. Not to leave personal appliances, such as clothes irons and hair dryers plugged in when not in use and when not in the same room as the appliance.
7. Family and friends are welcome however, overnight stays are not permitted. Please remind your visitors to make other appropriate accommodations when coming for a visit.
8. Pets are not allowed in any Berkshire Health Systems housing locations. Please make appropriate arrangements prior to moving into the housing.
9. To observe all Berkshire Health Systems parking regulations and park in the assigned parking area.
10. Damages observed resulting from occupant malicious actions will be the responsibility of the student and or the sponsor. Normal wear and tear is acceptable and managed by the property owner in cases where the responsible individual cannot be determined.
11. Berkshire Health Systems will notify occupants when entrance to the building is required for survey or repairs and maintenance purposes. Access to and through all tenant areas and bedrooms at all reasonable times upon notice given to ensure compliance with the terms of this agreement, to ensure access to other portions of the building and to install, maintain, repair, or replace utilities serving the building, and to take whatever actions might be required during an emergency.
12. To vacate the assigned apartment when the rotation is completed and/or terminated.



13. Under no circumstance will the door locks to the apartment or bedroom be changed by anyone other than Berkshire Health Systems personnel.
14. Students are not to change housing assignments on their own. If a situation occurs and they need a change of room they are to speak with their Berkshire Health Systems Department supervisor. Students should not exchange keys with other students.
15. Apartment keys will be returned to your Berkshire Health Systems Department supervisor with the key tag still on the key ring. If I should lose the keys entrusted to me for this property, I will be responsible for all expenses related to key and lock replacement to ensure the safety and security of all occupants of this property.

Revised 8/20/2024



Academic Calendar – Didactic Instruction

Weekly didactic instruction classes by the month.

| July (Month 1) | August (Month 2) | September (Month 3) | October (Month 4) | November (Month 5) | December (Month 6) |
|--------------------------|----------------------------|-------------------------------|-----------------------------|--------------------------------|------------------------------|
| Phlebotomy | Microbiology | Microbiology | Microbiology | Microbiology | Microbiology |
| Specimen Processing | Hematology | Hematology | Hematology | Hematology | Hematology |
| Meditech | Immunology | Immunology | Blood Bank | Blood Bank | Blood Bank |
| Statistics review | Chemistry | Chemistry | Chemistry | Chemistry | Chemistry |
| | Management | Management | Management | Management | Management |
| | Urines | Urines | Body Fluids | Clinical Study Design/Capstone | Mycology |
| | Education | Education | Serology | Molecular Biology | Molecular Biology |
| | | | | Serology | |

| January (Month 7) | February (Month 8) | March (Month 9) | April (Month 10) | May (Month 11) | June (Month 12) |
|-----------------------------|------------------------------|--------------------------------|----------------------------|--------------------------|---------------------------|
| Microbiology | Microbiology | Microbiology | Micro (Review) | Hematology | Final Exams |
| Hematology | Hematology | Hematology | Hematology | Chemistry | Mock Board Exam |
| Blood Bank | Blood Bank | Blood Bank | Blood Bank | Resume Preparation | Program Evaluations |
| Chemistry | Chemistry | Chemistry | Chemistry | | Graduation |
| Mycology | Parasitology | Parasitology | | | |
| Parasitology | Education | Clinical Study Design/Capstone | | | |
| Molecular Biology | | | | | |
| Clinical Study Design | | | | | |

Note: Schedules may vary slightly year to year for the shorter courses.



Academic Calendar – Clinical Instruction

Rotation Schedule – Subject to change based on number of enrolled students.

| Week | Student 1 | Student 2 | Student 3 | Student 4 | Student 5 | Student 6 |
|------|--------------------------------------|--------------|---------------------|---------------------|--------------|---------------------|
| 1 | <i>School of MLS Orientation</i> | | | | | |
| 2 | Mol. Biology | Blood Bank | Hematology | Microbiology | Urines | Ch-I-To |
| 3 | Mol. Biology | Blood Bank | Hematology | Microbiology | Urines | Ch-I-To |
| 4 | Mol. Biology | Blood Bank | Hematology | Microbiology | Urines | Ch-I-To |
| 5 | Mol. Biology | Blood Bank | Hematology | Microbiology | Urines | Ch-I-To |
| 6 | Microbiology | Blood Bank | Hematology | Microbiology | Ch-I-To | Ch-I-To |
| 7 | Microbiology | Blood Bank | Hematology | Microbiology | Ch-I-To | Ch-I-To |
| 8 | Microbiology | Blood Bank | Hematology | Microbiology | Ch-I-To | Ch-I-To |
| 9 | Microbiology | Ch-I-To | Urines | Mol. Biology | Ch-I-To | Phlebotomy |
| 10 | Microbiology | Ch-I-To | Urines | Mol. Biology | Ch-I-To | Phlebotomy |
| 11 | Microbiology | Ch-I-To | Urines | Mol. Biology | Ch-I-To | Specimen processing |
| 12 | Microbiology | Ch-I-To | Urines | Mol. Biology | Ch-I-To | Specimen processing |
| 13 | Urines | Ch-I-To | Blood Bank | Phlebotomy | Mol. Biology | Blood Bank |
| 14 | Urines | Ch-I-To | Blood Bank | Phlebotomy | Mol. Biology | Blood Bank |
| 15 | Urines | Ch-I-To | Blood Bank | Specimen processing | Mol. Biology | Blood Bank |
| 16 | Urines | Microbiology | Blood Bank | Specimen processing | Mol. Biology | Blood Bank |
| 17 | Ch-I-To | Microbiology | Blood Bank | Hematology | Hematology | Blood Bank |
| 18 | Ch-I-To | Microbiology | Blood Bank | Hematology | Hematology | Blood Bank |
| 19 | Ch-I-To | Microbiology | Blood Bank | Hematology | Hematology | Blood Bank |
| 20 | Ch-I-To | Microbiology | Phlebotomy | Hematology | Hematology | Urines |
| 21 | Ch-I-To | Microbiology | Phlebotomy | Hematology | Hematology | Urines |
| 22 | Ch-I-To | Microbiology | Specimen processing | Hematology | Hematology | Urines |
| 23 | Ch-I-To | A/P | Specimen processing | Hematology | Hematology | Urines |
| 24 | <i>Practical Exams/Midterm Exams</i> | | | | | |



| Week | Student 1 | Student 2 | Student 3 | Student 4 | Student 5 | Student 6 |
|------|--|---------------------|--------------|------------|---------------------|--------------|
| 25 | WINTER BREAK | | | | | |
| 26 | Midterm Exams | | | | | |
| 27 | Phlebotomy | Specimen processing | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 28 | Phlebotomy | Specimen processing | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 29 | A/P | Mol. Biology | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 30 | Specimen processing | Mol. Biology | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 31 | Specimen processing | Mol. Biology | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 32 | Hematology | Mol. Biology | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 33 | Hematology | Phlebotomy | Ch-I-To | Blood Bank | Blood Bank | Microbiology |
| 34 | Hematology | Phlebotomy | Microbiology | A/P | Specimen processing | Mol. Biology |
| 35 | Hematology | Urines | Microbiology | Ch-I-To | Specimen processing | Mol. Biology |
| 36 | Hematology | Urines | Microbiology | Ch-I-To | A/P | Mol. Biology |
| 37 | Hematology | Urines | Microbiology | Ch-I-To | Phlebotomy | Mol. Biology |
| 38 | Hematology | Urines | Microbiology | Ch-I-To | Phlebotomy | A/P |
| 39 | Blood Bank | Hematology | Microbiology | Ch-I-To | Microbiology | Hematology |
| 40 | Blood Bank | Hematology | Microbiology | Ch-I-To | Microbiology | Hematology |
| 41 | Blood Bank | Hematology | A/P | Ch-I-To | Microbiology | Hematology |
| 42 | Blood Bank | Hematology | Mol. Biology | Urines | Microbiology | Hematology |
| 43 | Blood Bank | Hematology | Mol. Biology | Urines | Microbiology | Hematology |
| 44 | Blood Bank | Hematology | Mol. Biology | Urines | Microbiology | Hematology |
| 45 | Blood Bank | Hematology | Mol. Biology | Urines | Microbiology | Hematology |
| 46 | Final Exams (Blood Bank, Urine-Body Fluids, Immunology) | | | | | |
| 47 | Final Exams (Microbiology, Hematology, Chemistry) | | | | | |
| 48 | Mock Certification Exams & Tentative Graduation (Friday) | | | | | |
| 49 | **Make-up time** | | | | | |

Ch-I-To = Chemistry, Toxicology, Immunology

A/P = Anatomic Pathology

*All clinical training takes place at Berkshire Medical Center's main lab.



Observed Holidays

The following is a list of holidays observed during the clinical internship.

- New Year's Day
- President's Day
- Patriot's Day
- Memorial Day
- Labor Day
- Indigenous People's Day/Columbus Day
- Thanksgiving Day
- Christmas Day

