Welcome

Overview

Multi-Level Patient Care Technician Program Goals and Objectives

Academic Policies

Student Rights and Responsibilities

Get a PDF of this page.

2013 Student Handbook

Welcome to the Multi-Level Patient Care Technician Program!

It is a pleasure to welcome you to Berkeley College. We are glad that you have chosen us to assist you in attaining your educational goals. Everyone at the College wishes you an enjoyable and productive academic year.

This *Multi-Level Patient Care Technician Student Handbook Supplement* is intended to clarify policies and procedures specific to the Multi-Level Patient Care Technician program. The policies in this Handbook supersede any conflicting statements made by faculty, administrators, the general Berkeley College Student Handbook, and the College Catalog. The *Multi-Level Patient Care Technician Student Handbook Supplement* is updated regularly. You are urged to provide us with recommendations and suggestions for future revisions by communicating your ideas to Student Development and Campus Life.

Once again, let me extend my sincerest welcome from the entire Berkeley College community. We look forward to assisting you in reaching your goals!

Elizabeth Fitzgerald, MSN, RN, CCRN
Department Chair, Multi-Level Patient Care Technician Program

Get a PDF of this page.

2013 Student Handbook

Overview

The policies and procedures outlined in this Student Handbook Supplement are specific to the Multi-Level Patient Care Technician program. By participating in the Multi-Level Patient Care Technician program you are agreeing to abide by the policies and procedures outlined in this Handbook Supplement. These program-specific policies and procedures supersede any statements made in the general Berkeley College Student Handbook. Students should refer to the College Catalog and the general Berkeley College Student Handbook for all other College policies.

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2013 Student Handbook
Multi-Level Patient Care Technician Supplement

Welcome

Overview

**Multi-Level Patient Care
Technician Program Goals
and Objectives**

Technical Standards

Academic Policies

Student Rights and
Responsibilities

Get a PDF of this page.
2013 Student Handbook

Multi-Level Patient Care Technician Program Goals and Objectives

The Multi-Level Patient Care Technician program provides students with the knowledge and clinical skills necessary to enter the healthcare field as Patient Care Technicians in hospitals, community health facilities, and the patient's primary residence. Patient Care Technicians work with doctors, nurses, and other healthcare professionals to oversee and monitor patients. As vital members of the healthcare team, they provide direct patient care and comfort measures, take patients' vital signs, collect specimens, and much more.

The objectives of the Multi-Level Patient Care Technician program are:

- To provide students with the knowledge and clinical skills necessary to enter the healthcare field as Patient Care Technicians in various clinical settings.
- To provide students with the knowledge and skills necessary to interact effectively and appropriately as members of the healthcare team who provide care to patients in acute care, home healthcare, hospice, and assisted living environments.
- To provide students with a solid foundation for pursuing professional certifications offered in the patient care technician field.

2013 Student Handbook
Multi-Level Patient Care Technician Supplement

Technical Standards

The goal of the patient care technician program is to prepare students for patient care practice in an entry-level setting. Safe and competent patient care practice requires that graduates demonstrate competencies in knowledge, skills, and attitude guided by adherence to ethical and legal principles.

The department will consider any applicant who demonstrates the ability to learn to perform all the competencies listed, and does not present any safety hazard towards self or recipient of care. These competencies are required skills in order to render safe patient care to patients in various healthcare settings.

Some chronic or recurrent illness and problems could interfere with patient care and safety and may be incompatible with patient care education and practice, as it may lead to higher chances of absences. Patient Care Technician students are not required to disclose any chronic or recurrent illness and / or disability; however, students with concerns about meeting these technical standards are strongly encouraged to discuss the issues with the department chairperson. Deficiencies in knowledge, skills, judgments, integrity, or professional attitude may jeopardize patient care and as a result may be grounds for course failure and possible dismissal from the patient care technician program.

Students must have the aptitude and abilities in six areas: sensory ability and skills; fine and gross motor skills; strength, mobility, and physical endurance; communicate, comprehend, read, and write in English; behavioral stability; and cognitive ability and critical thinking skills.

Functional Ability	Standard	Examples of Required Activities
Visual	Optical ability to sufficiently observe a patient and gather data accurately from a distance as well as close up	- Detect changes in skin color or condition - Collect data from patient care equipment, monitoring devices, and measuring equipment used in the care of clients - Read measuring devices that may be hung or placed below bed level - Read fine print in varying levels of light
Hearing	Auditory ability sufficient for physical monitoring and assessment of patient healthcare needs	- Hear normal speaking level sounds - Detect sounds related to bodily functions with the use of a stethoscope or detect audible alarms generated by mechanical equipment used to monitor patient's physiologic status - Detect signs of fire and initiate emergency actions - Hear call bells and/or cries for help
Smell	Olfactory ability sufficient to detect significant patient and environmental odors	Detect odors of bodily fluids, such as foul smelling drainage, spoiled foods, or smoke from burning

		• [...] of reading materials • Detect smoke
Tactile	Tactile ability sufficient for physical monitoring and assessment of healthcare needs	• Tactile ability to detect unsafe temperature levels of solutions or heat-producing devices used in patient care • Tactile ability to detect anatomical abnormalities like edema, swelling, or nodules and masses • Feel vibrations such as palpable pulse, feel differences in size and shape needed to identify bodily landmarks or skin surface signs such as rash or skin turgor
Communication	Oral communication skills sufficient to communicate in English with accuracy, clarity, and efficiency with patients, their families, and other members of the healthcare team, including non-verbal communication such as interpretation of facial expressions, affect, and body language	• Communicate clearly with patients and their families, and members of the healthcare team • Give verbal directions to, or follow verbal directions from, other members of the healthcare team and participate in healthcare team discussions of patient care • Recognize and report critical patient information to other caregivers
Gross Motor Skills	Gross motor skills sufficient to provide the full range of safe and efficient patient care activities	• Gather data by palpation, auscultation, percussion, and other diagnostic means • Position patients, and assist in turning or lifting patients • Reach below the waist or overhead while providing patient care or performing nursing procedures • Maneuver in small patient areas such as patient rooms, treatment rooms, or nursing work stations
Fine Motor Skills	Fine motor skills sufficient to perform manual psychomotor skills	• Pick up and handle small objects with fingers • Carry out patient care procedures such as wound care
Physical Endurance	Physical stamina sufficient to remain on task continuously for a six-, eight-, or 12-hour clinical shift while standing, sitting, moving, lifting, and bending to in order to perform various patient care activities	• Complete a six-, eight-, or 12-hour clinical shift which could be in varying times of the day or day of the week such as day shift, evening shift, night shift, or weekend shifts • Turn and position patients as a preventive need against development of skin breakdown • Perform cardiopulmonary resuscitation
Physical Strength	Physical strength sufficient to perform the full range of required patient care activities	• Push and/or pull 250 pounds • Lift and/or move heavy objects weighing between 25 and 50 pounds
Mobility	Physical ability sufficient to move from room to room and	• Walk without a cane, walker, or crutches in order to ambulate

	maneuver in small spaces; full range of motion to twist, bend, stoop, squat, reach above shoulders and below waist and move quickly; manual and finger dexterity; and hand-eye coordination to perform nursing activities	• [crutches in order to ambulate] patient and provide bedside care • Move around work and/or treatment areas. Position oneself in the environment in order to render care without obstructing the position of other team members and/or equipment
Emotional/ Behavioral	Emotional stability and appropriate behavior sufficient to assume responsibility and accountability for actions	• Deal with the unexpected such as frequently changing client status • Handle strong emotions • Be flexible with changing environments and schedules in both classes and clinical settings • Be able to work in close quarters with clients, classmates, nursing faculty, and members of the healthcare teams • Focus attention on task • Monitor own emotions and be able to keep emotions under control in classroom and clinical environments • Establish a therapeutic relationship and communicate in supportive manner
Professional Attitudes and Interpersonal Skills	Present professional appearance and demeanor; demonstrate ability to communicate with patients, supervisors, and other members of the healthcare team to achieve a positive and safe work environment. Follow instructions and safety protocols	• Maintain empathetic, flexible, culturally sensitive, therapeutic relationships with others • Accept accountability and responsibility for one's actions • Comply with both the ethical and legal standards of the profession • Express compassion, empathy, and a caring concern for others • Demonstrate initiative, motivation, and diligence • Display integrity, honesty, and responsibility • Display respect, sensitivity, and tolerance for diverse populations • Demonstrate comfort with close physical contact in the care of clients
Cognitive/Quantitative Abilities	Reading comprehension skills and mathematical ability sufficient to understand documents written in English and solve problems involving measurement, calculation, reasoning, analysis, and synthesis	• Give clear oral patient reports • Read graphs • Read and understand printed instructional materials for both classroom and/or clinical setting use • Legibly write or type in client physical or electronic records • Effectively converse with patient and members of the healthcare team • Discriminate fine / subtle differences in medical word or medications • Give and understand verbal directions
Conceptual/Spatial Abilities	Conceptual spatial ability sufficient to comprehend three-dimensional and spatial relationships	• Comprehend spatial relationship needed to properly assess wounds of varying depths

Clinical Reasoning	Ability to logically reason across time regarding a patient's changing condition	- Carry out the nursing process in the care of patients - Process information thoroughly and quickly to prioritize tasks - Analyze and synthesize data to effectively contribute to the patient plan of care - Sequence or cluster patient findings - Identify cause and effect relationships - Effectively and accurately collect data, prioritize, and anticipate reactions - Demonstrate skill of recall using both long- and short-term memory, inferential reasoning, anticipation of possible outcomes, application of knowledge, and evaluation of predicted outcomes according to the level in the program
Flexibility	Adapt to College's course schedule policy	Available to work the hours of an assigned schedule, which may include any shift during any day of the week; or attend on-campus classes during the day, evening, and/or weekend

NOTE:

Pregnancy may pose special problems for female students. While the department encourages students to continue in the program or course during pregnancy, it is vitally important for the faculty to be informed of the pregnancy as soon as possible. As soon as the student knows that she is pregnant, she must notify the primary faculty member. The student is required to obtain and submit a signed medical statement from the student's obstetrician verifying that the student may safely participate in the program or course, including meeting relevant technical standards.

Any change(s) during or after the pregnancy must be reported and further documentation may be required. A student who is less than six weeks post partum must have a written medical documentation from her obstetrician that states the student can meet the technical standards of the patient care technician program in order to return to clinical rotation.

A student who suffers from an injury, or has a surgical procedure during the program or course, is required to provide written medical documentation from their own healthcare provider that states the student is able to meet the technical standards of the patient care technician program in order to return to clinical rotation.

Get a PDF of this
page.

2013 Student
Handbook

Academic Policies

- **Class Hours**
- **Attendance**
- **Transfer Credit Policies**
- **Passing Grade**

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Welcome

Overview

Multi-Level Patient Care Technician Program Goals and Objectives

Academic Policies

Student Rights and Responsibilities

Get a PDF of this page.

2013 Student Handbook

Class Hours

Generally, Multi-Level Patient Care Technician classes are in session from 7:00 a.m. to 11:00 p.m. Clinical rotations are scheduled from 7:00 a.m. until 12 midnight, Monday through Sunday.

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2013 Student Handbook
Multi-Level Patient Care Technician Supplement

Get a PDF of this page.

2013 Student Handbook

Attendance

Punctuality and attendance are required for all classes, laboratory sessions, and clinicals. The number of minutes and/or hours tardy is cumulative and is added to the number of hours absent in order to obtain a combined total for the quarter. Excessive tardiness or absence will result in course failure as outlined below:

Course Credits	Course Title	Number of Unexcused Absences = Failure
1	PCT121 Introduction to Clinical	3 hours
2	PCT100 Fundamentals of Patient Care PCT110 Patient Care Procedures PCT231 Patient Care Practicum	12 hours
3	PCT131 Advanced Patient Care Techniques PCT255 Home Health Care Techniques and Clinical	15 hours
4	PCT150 Long-Term Care Techniques PCT258 Medication Procedures Techniques PCT270 Patient Care Capstone	15 hours

Students must notify the instructor of an absence no later than two hours prior to any class, laboratory, or scheduled clinical. Students who will be absent from a scheduled clinical must notify the instructor by phone.

Unexcused Absences

Any unexcused absence carries a one (1) point per hour deduction from the course's final grade. However, a "no call–no show" carries a five (5) point per hour deduction from the final course grade.

Unexcused clinical absences are not eligible for make-up.

Unexcused non-clinical absences may be eligible for make-up based on the guidelines determined by the instructor and outlined in the course syllabus.

Excused Absences

In the case of accident, illness, or other critical events, absences may be excused if the student provides proper documentation to the instructor when the student returns. The instructor will evaluate such occurrences on a case-by-case basis.

One day of excused clinical absence may be made up in the virtual hospital. Clinical make up will be scheduled at the end of the rotation. Clinical make up hours are scheduled on weekdays, evenings, and/or weekends, and are subject to the availability of the clinical unit and the faculty.

Excused non-clinical absences may be eligible for make-up based on the guidelines determined by the instructor and outlined in the course syllabus.

Transfer Credit Policies

- **Credit by Challenge Examination**
- **Credit for Prior Learning**

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Credit by Challenge Examination

Students enrolled in the Multi-Level Patient Care Technician program are not eligible to receive credit by challenge examinations for patient care technician (PCT) courses due to the clinical and laboratory components required in these courses.

For courses other than PCT, challenge examinations can only be attempted once for each course and may not be taken for any courses in which the student received a failing grade in a previous quarter. Students may not attempt to test out of courses in which they are currently enrolled.

Get a PDF of this page.

2013 Student Handbook

Credit for Prior Learning

Multi-level patient care technician students who possess active, current healthcare certifications issued by the State of New Jersey may be eligible to receive credit for prior learning for some PCT courses. Multi-level patient care technician students requesting credit for prior learning must provide evidence of their active, current New Jersey certification(s) to the Department Chair for review.

Get a PDF of this page.

2013 Student Handbook

Passing Grade

In order to pass a patient care technician course that consists of both didactic and clinical/laboratory portions, students must receive a passing grade for the didactic portion of the course and a "P" for the clinical/laboratory portion. A failure in either the didactic or clinical/laboratory portion of a patient care technician course will result in a failing grade for the entire course.

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2013 Student Handbook

Student Rights and Responsibilities

- **Dress Code**
- **Health Requirements**
- **Malpractice Insurance**
- **Cardiopulmonary Resuscitation (CPR) Certification**
- **Criminal Background Check**
- **Change in Name, Address, or Telephone Number**

Berkeley College®

2013 Student Handbook
Multi-Level Patient Care Technician Supplement

Get a PDF of this page.

2013 Student Handbook

Dress Code

As part of its mission to prepare students for careers in the healthcare industry, Berkeley College requires patient care technician students to adhere to the following professional dress code while on-campus as well as when at a clinical site.

Uniform:	Clean, pressed solid-colored light blue scrub set with the Berkeley insignia. Appropriate, plain white or flesh colored undergarments only.
Hair:	Clean, well groomed and off the collar. No large barrettes or hair pins. Long ponytails should be held up in a bun.
Shoes:	Clean, white polished shoes of a professional nature. No sneakers, clogs, open-toed shoes, or sandals. Shoelaces must be clean.
Fingernails:	Clean, no polish, and just visible over the pads of the fingers when viewed from the palmer surface. Artificial nails of any kind (i.e., wraps or gels) are not permitted.
Jewelry:	No decorative jewelry, including bracelets. A watch with a sweep second hand, wedding ring, and small post earrings may be worn.
Perfume:	No perfume or heavy scents.
Make-up:	Subdued and in good taste.
Smoking:	No smoking.
Gum:	No gum chewing.
Equipment Needed:	Watch with sweep second hand, stethoscope, pen, and penlight.
Student ID Badges:	IDs must be worn at all times while in school and at clinical sites.
* Please note:	Your student uniform should not be worn when you are in a health agency in any other capacity than as a Berkeley College patient care technician student. Student uniforms should only be worn in the laboratory and/or clinical setting.

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Health Requirements

Multi-Level Patient Care Technician students must submit a complete physical assessment by a licensed physician, advanced practice registered nurse, or physician assistant prior to enrolling in clinical courses. Blood titers and immunizations (if necessary) against measles, mumps, rubella, varicella and Hepatitis B vaccine series; a two-step TB skin test within the last year or a negative chest x-ray within three months; and a tetanus shot administered within the past ten years are required. An influenza vaccine may be required for some facilities. A negative twelve-panel, pre-employment urine toxicology screening also is required. This includes screening for:

Amphetamines
Barbituates
Cannabinoids
Cocaine
Opiate
Oxycodone
Phencyclidine
Methadone
Propoxyphene
Meperidine
Tramadol
Benzodiazepine

If emergency medical treatment is required while on campus or while participating in the clinical experience, the cost of treatment will be the responsibility of the student receiving the medical attention/treatment.

Upon returning from a Leave of Absence, students must repeat the drug screening outlined above prior to participating in any clinical rotations. If during the course of study students are suspected of drug use, they may be asked to provide an updated urine toxicology screening.

By submitting the results of a urine toxicology screening to the College, the student thereby authorizes the College to share those results with any individual clinical facilities that request such information.

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Malpractice Insurance

Patient care technician students are required to purchase their own individual malpractice insurance and must provide the lab coordinator with evidence of coverage prior to enrolling in clinical courses.

Welcome

Overview

Multi-Level Patient Care Technician Program Goals and Objectives

Academic Policies

Student Rights and Responsibilities

Get a PDF of this page.

2013 Student Handbook

Get a PDF of this page.

2013 Student Handbook

Cardiopulmonary Resuscitation (CPR) Certification

Patient care technician students must successfully pass the health provider Basic Life Support (BLS) course, which is offered as part of PCT121, Introduction to Clinical.

Welcome

Overview

Multi-Level Patient Care Technician Program Goals and Objectives

Academic Policies

Student Rights and Responsibilities

Get a PDF of this page.

2013 Student Handbook

Criminal Background Check

A criminal history background check is required for all patient care technician students. If the results are positive, the student will not be permitted to progress in the program.

If a conviction or arrest occurs while a student is enrolled in the Multi-Level Patient Care Technician program, it is the student's responsibility to inform the Department Chair. This notification must be in writing and must occur promptly after the event occurs. The required notification must include a description of the circumstances surrounding the conviction. Subsequent to this notification, the student should make an appointment with the Department Chair to discuss options.

Upon returning from a Leave of Absence, students must undergo a criminal background check. If the results are positive, the student will not be permitted to return to the Multi-Level Patient Care Technician program. Any fees involved with the repeat background check will be the responsibility of the student.

Welcome

Overview

Multi-Level Patient Care Technician Program Goals and Objectives

Academic Policies

Student Rights and Responsibilities

Get a PDF of this page.

2013 Student Handbook

Change in Name, Address, or Telephone Number

Any change in a student's name, address, and/or telephone number should be reported to the Advisement Department as soon as possible.