



Transition to the Role of a Clinical Laboratory Professional

2025 Clinical Orientation

Updated: 6/24/25



SCHOOL OF MEDICAL LABORATORY SCIENCE

Dos and Don'ts: A Guide to Professional Behavior for MLS Program Students



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Why do I need to watch this? (Objectives)

- ▶ To illustrate various forms of unacceptable appearance and behavior exhibited by former Medical Laboratory Science students which required counseling (including probation or dismissal) to meet program and hospital behavior requirements.
- ▶ To appreciate key program graduate competencies. (See next slide for a refresher.)
- ▶ To appreciate published codes of ethics from our laboratory professional organizations.
- ▶ To encourage you to think about your upcoming clinical rotation performance and professional development.



Objectives – cont.

PROGRAM STUDENT LEARNING OUTCOMES (GRADUATE COMPETENCIES):

Upon program completion, the graduating student will be expected to demonstrate:

1. entry-level competency to perform the full range of clinical laboratory testing in a state-of-the-art clinical laboratory. This includes pre-analytical, analytical and post-analytical components of laboratory services in the disciplines of chemistry, hematology/hemostasis, immunohematology, immunology, microbiology, molecular pathology, urinalysis & body fluid analysis and point-of-care testing.
2. entry-level competency to interpret, problem-solve, troubleshoot and evaluate clinical procedures and laboratory test results including the use of statistical methods to evaluate data.
3. compliance with safety and government regulations and standards as applied to clinical laboratory practice, including competency assessment and proficiency testing.
4. professional conduct that includes respecting the confidentiality, privacy, and diversity among patients and the healthcare team as well as displaying appropriate composure under stressful conditions.
5. appropriate skills to communicate laboratory test information to the healthcare team, patients and the public.
6. basic knowledge of laboratory operations including the principles and practice of administration, personnel management, quality assurance, process improvement, patient safety activities, and financial resource management within the clinical laboratory setting.



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REFLECTION: What is your concept of professionalism?

- ▶ Close your eyes and think for a minute.
- ▶ What terms comes to mind when you hear the word laboratory professional?



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Terms describing professionalism ...

integrity competent honest expert
proficient respect skillful
able learned acknowledged PROFESSIONALISM
licensed polished practiced
efficient care experienced adept client
qualified

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graph TD
    Professionalism[PROFESSIONALISM] --- Integrity[INTEGRITY]
    Professionalism --- Empathy[EMPATHY]
    Integrity --- Contract[CONTRACT WITH SOCIETY]
    Integrity --- Access[ACCESS]
    Integrity --- Honesty[HONESTY]
    Integrity --- RoleModels[ROLE MODELS]
    Integrity --- ClinicalCompetence[CLINICAL COMPETENCE]
    Empathy --- Confidentiality[CONFIDENTIALITY]
    Empathy --- Resources[RESOURCES]
    Empathy --- ContinuedLearning[CONTINUED LEARNING]
    Responsibility[RESPONSIBILITY]
    MedicalEducation[MEDICAL EDUCATION]
    Duty[DUTY]
  
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QUIZ:

Determine whether the following scenarios depict “Do” or “Don’t” behaviors of allied health professionals in the clinical laboratory and hospital setting.



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Starting from the ground up: What kind of shoes are you wearing?

- ▶ Your shoes should be non-canvas
- ▶ Canvas shoes like All-Star Converse which are mostly cloth would be permeable to any chemical reagents or specimen substances spilled on them
- ▶ Non-canvas shoes like those on the right would not as readily absorb anything spilled on them



Do or Don't?



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Do or Don't?



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Do
keep
your
scrubs
clean
and
neat.

A New Shift, A New Stain House Stain Remover Guide!



Chocolate:
Remove chocolate stains by soaking the fabric in club soda before washing it.

Sweat stains:
Pour vinegar over the sweat stain. Then rub coarse salt into the stain (table salt will work if it's all you have). Place the garment out in the sun to dry. Then, wash with shampoo (the chemistry of shampoo is designed to remove body oils).



Vomit/baby spit-up stains:
Sprinkle baking soda on the site and rub it in to help remove the smell when washed.



Coca-Cola stain:
Put clear shampoo and salt on the stain and let it sit before washing.



Blood stain:
Fresh blood stains can be removed by soaking and rubbing the stain in cold water before washing. Never use hot water because it cooks the protein making the stain hard to remove.



Iodine stain:
Pour Coca Cola on it, let it soak for 3-5 minutes. Run through washer when possible.

Unknown Stain: Carry a Tide To Go or Clorox pen with you in your work bag, they're great for treating miscellaneous stains on-the-run!
• <http://www.howtotidestuff.com/odor-removal/how-to-get-rid-of-vomit-spills/> • <http://www.rd.com/life/how-to-get-rid-of-sweat-stains/> • <http://www.rd.com/home/10-in-stain-solutions/>
• <http://www.wikihow.com/Remove-Blood-Stains> • http://www.chow.com/how_7331939_uso-ecda-remove-urine-stains.html • <http://www.wikihow.com/Remove-Chocolate-Stains>
• http://www.show.com/how_e105013_remove-chocolate-stains-white-fabric.html • <http://lifehacker.com/5851798/remove-tough-greasy-stains-from-clothes-with-coca-cola>
• <http://www.rd.com/home/5-common-items-to-remove-coffee-and-tea-stains/> • <http://thehousekeeping.about.com/od/dishwashingremoval/a/ointmentstain.htm>



Pen ink stain:
Just soak the affected garment in milk overnight and launder as usual the next day. Don't have milk in the house? Try alcohol-based hairspray directly on the ink for 30 seconds and then wipe the ink away with a damp cloth.



Ointment stain:
Use a knife to scrape excess ointment from the fabric. Sprinkle cornstarch or talcum powder on the stain and rub it into the stain with your fingertips, covering it completely. Leave the powder on the stain until it absorbs the grease (wait 15-20 minutes depending on stain size). Then brush the powder off with a soft brush or clean, dry washcloth. Launder in cold water.



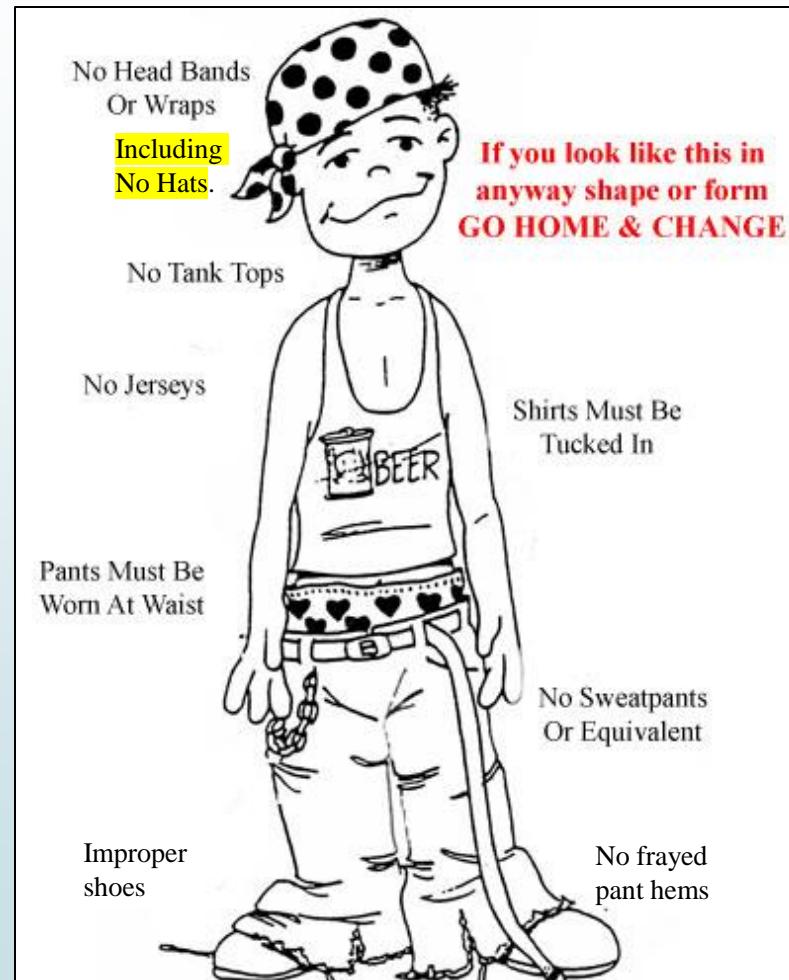
Coffee or tea stain:
Lift the stain out by pouring a bit of beer right on top. Rub the beer lightly into the material, and the stain should disappear. Baby wipes can also effectively remove spills and drips on your scrubs.



Urine stain:
Pour 1/4 c baking soda in with detergent, and fill up the fabric softener cup with vinegar.



Do or Don't?

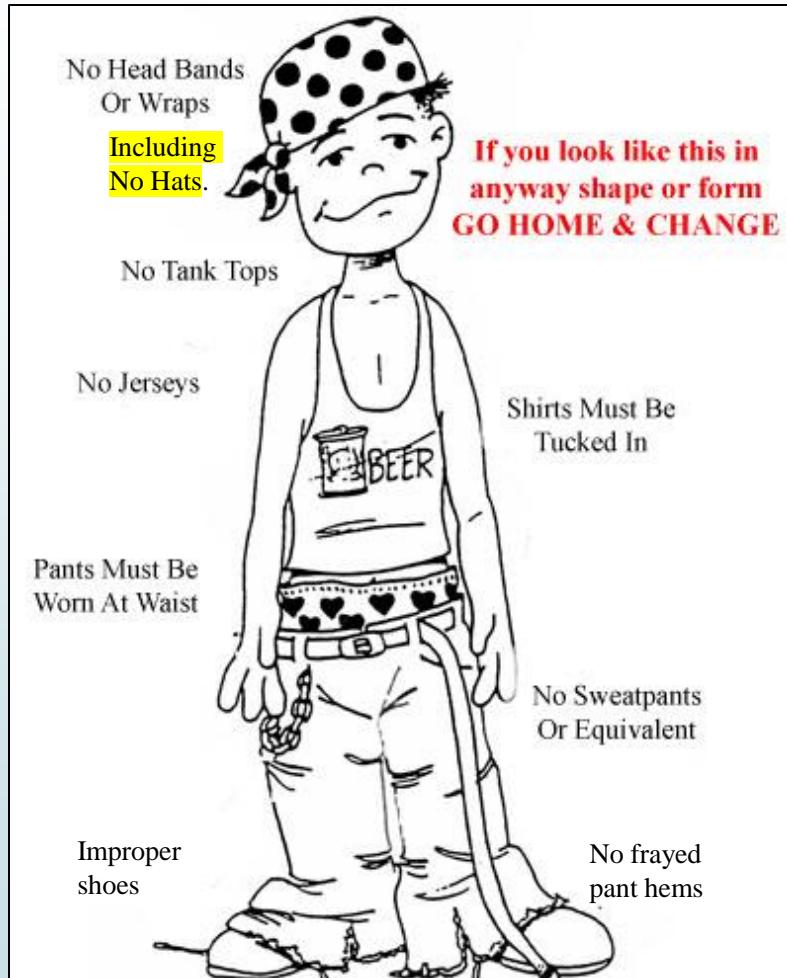


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Reminder:

NOTE:

- NO causal hats.
- NO graphic t-shirts.
- Other articles of clothing NOT permitted per the Student Handbook.



Also, NO...

- Ripped scrubs whether the pant hem, seams (back/crotch), etc.



- Scrubs should be in good condition, clean and properly hemmed.
- Non-logo long sleeve knit shirts can be worn underneath for additional warmth.

Do or Don't?



Reminders:

- ➡ Keep your appearance professional.
- ➡ Review the **Corewell Dress Code** policy for specific guidelines.

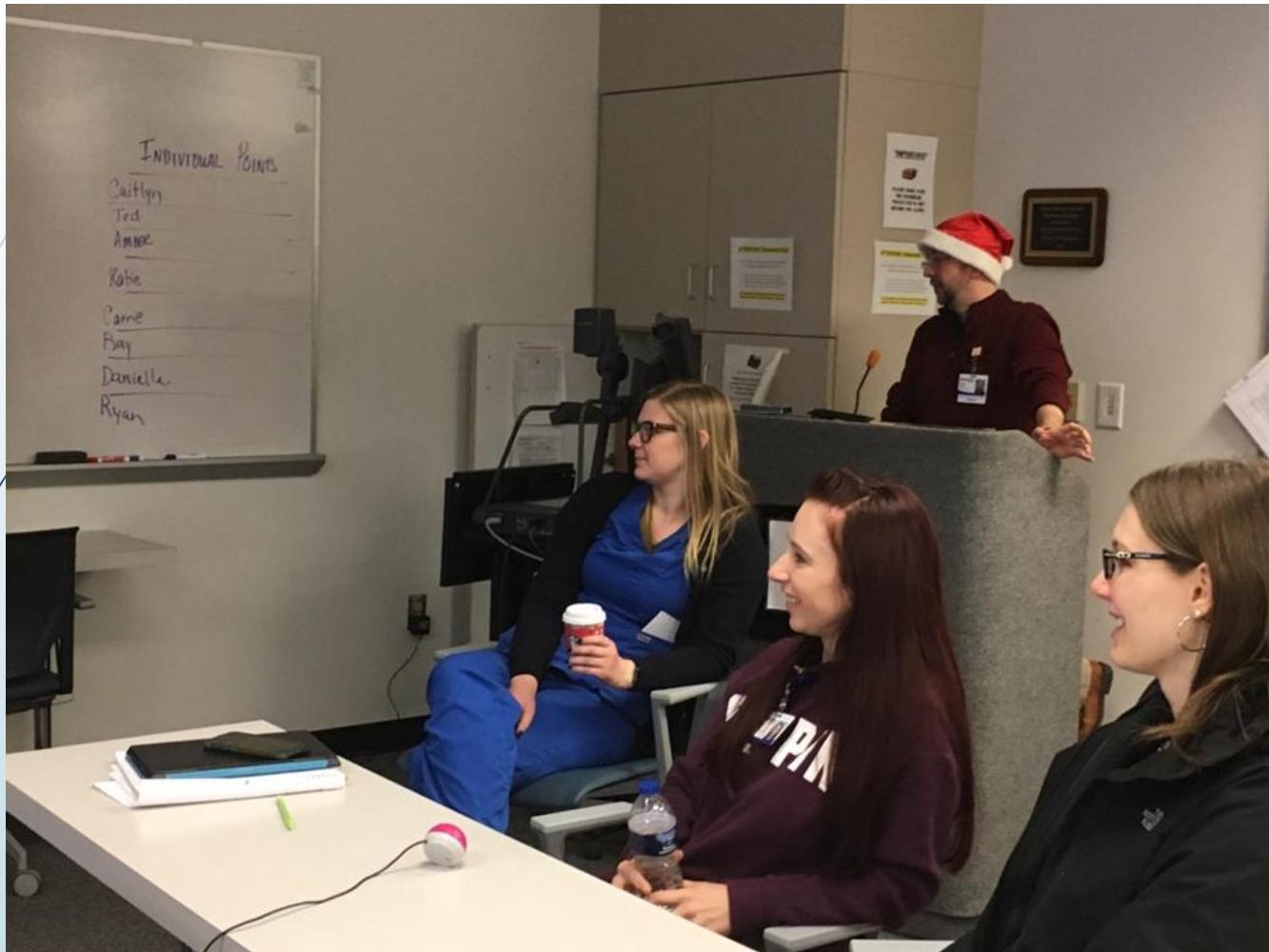


SYSTEMWIDE POLICY Dress Code and Identification (ID) Badge



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Do or Don't?



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Reminders:

- ▶ DO actively participate in class activities.
- ▶ **No sleeping during class time.**
- ▶ Get plenty of rest before class.



Reminders:

- ➡ And please don't sleep in public lobby areas within the hospital. Go to your car during lunch if you need a nap.

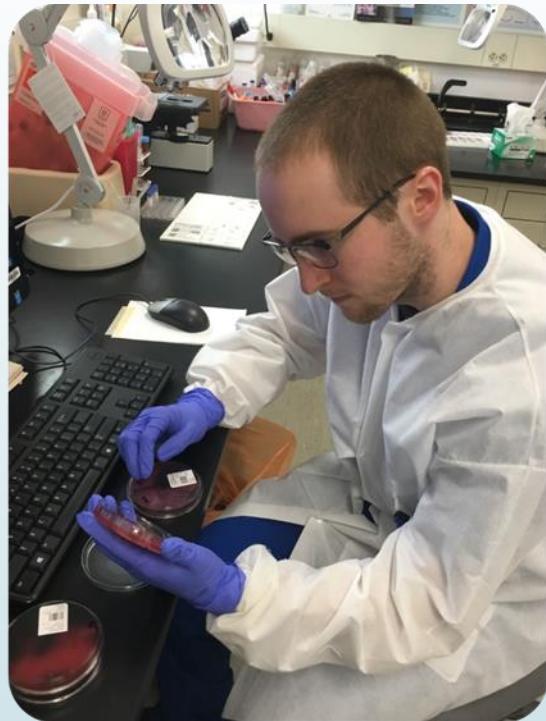


Do or Don't?



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Do or Don't?



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Do or Don't?



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Do or Don't?



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Reminder:

- ▶ Use gloves and other PPE properly.
- ▶ “Don” an “doff” PPE correctly.



Do or Don't?



Do or Don't?



Do or Don't?



Do or Don't?



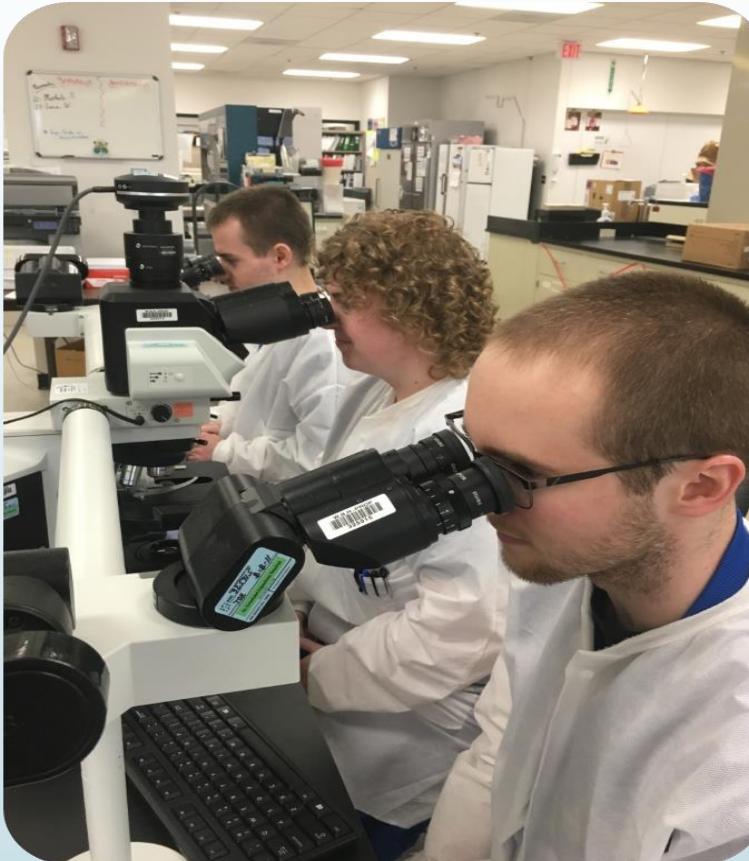
Do or Don't?



Reminders:

- ▶ Keep pens/pencils out of your mouth
- ▶ No eating in the lab
- ▶ No makeup or personal hygiene in lab
- ▶ No personal items in lab
- ▶ No cell phone use during lecture, in the student lab, on the working bench or during exams
 - ▶ This includes NO selfies in lab either.

Do or Don't?



Do or Don't?



Do or Don't?





Reminders:

- ▶ Work as a team;
- ▶ Take turns in group discussions;
- ▶ Control the frequency of casual, social chatter – AND –
- ▶ Focus on the task at hand.
- ▶ Don't become a “BMW” – aka “b***cher, moaner and whiner”.
- ▶ Control the volume of group conversations. Be considerate of other students/staff working nearby;



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Additional Note:

- ▶ Many students comment on exit surveys the desire for more BOC “reviews” during the program.
- ▶ Yet, keep in mind that every assignment and bench activity should be taken seriously and considered a form of ASCP BOC preparation. ***You never know what real world example may appear in a BOC question.***

Do or Don't?



Do or Don't?



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Do or Don't?



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It's a Matter of Respect

- **Have fun.**
 - Ensure it is respectful and controlled.
- **Demonstrate sensitivity to cultural, gender, religious, and other differences.**
 - Be cautious about jokes, "funny" comments, etc.
- **Speak appropriately to patients, public, superiors, and colleagues.**
- **Recognize the contributions from all members of the health care team;**
 - Thank faculty and bench technologists for their time.
- **Speak up if any concerns**
 - Follow recommendations in the Student Handbook and Communications presentation.

You cannot hang out with
negative people and expect
to live a positive life. **””**

Quotes & Thoughts

~ Joel Osteen ~



Do or Don't?



Do or Don't?





Tardy will be defined as 1 to 6 minutes late.

Greater than 6 minutes will be recorded as a partial absence.

Reminders:

- ▶ Arrive to assigned workstation on time – better yet **10-15 minutes early** as insurance against being tardy.
- ▶ Communicate your whereabouts .
- ▶ Don't leave working bench without instructor or teaching tech permission.
- ▶ Ask how you can help.
- ▶ Complete assignments on time.





Summary: What is Professionalism?

- ✓ Competence in the knowledge and skills required by the profession;
- ✓ Responsibility and accountability;
- ✓ Lifelong learning and continued professional development;
- ✓ The concept of service and public vs. self-interest;
- ✓ Confidence; and
- ✓ A commitment to excellence and improved practice.



Professional “Identity”:

ASCLS and ASCP Codes of Ethics

Preamble

The Code of Ethics of the **American Society for Clinical Laboratory Science (ASCLS)** sets forth the principles and standards by which clinical laboratory professionals practice their profession.

[These are discussed on the next three slides.]



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I. Duty to the Patient

- Clinical laboratory professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining individual competence in judgement and performance and striving to safeguard the patient from incompetent or illegal practice by others.
- Clinical laboratory professionals maintain high standards of practice. They exercise sound judgment in establishing, performing and evaluating laboratory testing.
- Clinical laboratory professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to other health care professionals about the services they provide.



II. Duty to Colleagues and the Profession – (ASCLS cont.)

- Clinical laboratory professionals uphold and maintain the dignity and respect of our profession and strive to maintain a reputation of honesty, integrity and reliability. They contribute to the advancement of the profession by improving the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.
- Clinical laboratory professionals actively strive to establish cooperative and respectful working relationships with other health care professionals with the primary objective of ensuring a high standard of care for the patients they serve.



III. Duty to Society (ASCLS – cont.)

- As practitioners of an autonomous profession, clinical laboratory professionals have the responsibility to contribute from their sphere of professional competence to the general well being of the community.
- Clinical laboratory professionals comply with relevant laws and regulations pertaining to the practice of clinical laboratory science and actively seek, within the dictates of their consciences, to change those which do not meet the high standards of care and practice to which the profession is committed.



ASCP BOC - Pledge to the Profession

As a clinical laboratory professional, I strive to:

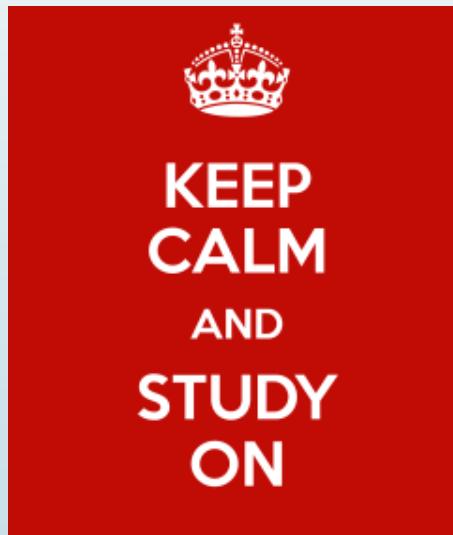
- Maintain and promote standards of excellence in performing and advancing the art and science of my profession.
- Preserve the dignity and privacy of others.
- Uphold and maintain the dignity and respect of our profession.
- Seek to establish cooperative and respectful working relationships with other health professionals.
- Contribute to the general well being of the community.

I will actively demonstrate my commitment to these responsibilities throughout my professional life.



Don't forget.....

- ▶ Think of all the individuals with BS degrees in biology, chemistry, microbiology, etc. who cannot find a job and are now either looking for job training or a job.
- ▶ Not all MLS program applicants were matched for a MTIMPM internship. Be grateful you were one of them!



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Do: Always strive to look your best and do your best work!



Credits: Thank you to Nicholas Garcia, Cinthia D'Orazio and Andres Mendelson (Class of 2014) for their contributions to this presentation.

Keep your focus on professional behavior and how you are presenting yourself to others.

Become a change advocate to make the profession and patient care better each day.

independent in thought and actions
adapts training to the workplace
gives the other self-confidence
creates a save learning environment

warm & supportive
assertive organizes perseverance
evaluates patient evaluation & accountability

IBCT
International Board of Certification for Therapeutic Massage & Bodywork

always prepare for success
listening ask to understand like that others grow

Complies with the code of conduct

inspiring providing effective feedback
enthusiastic explaining why the things are as they are
holding affairs in confidence

The Professional Attitude

Balance the interest as **willing to be a good example**
a trainer and that of continuously improving the performance as a trainer
the client uphold the dignity and honor of the profession

Improving performance, change leading objectivity

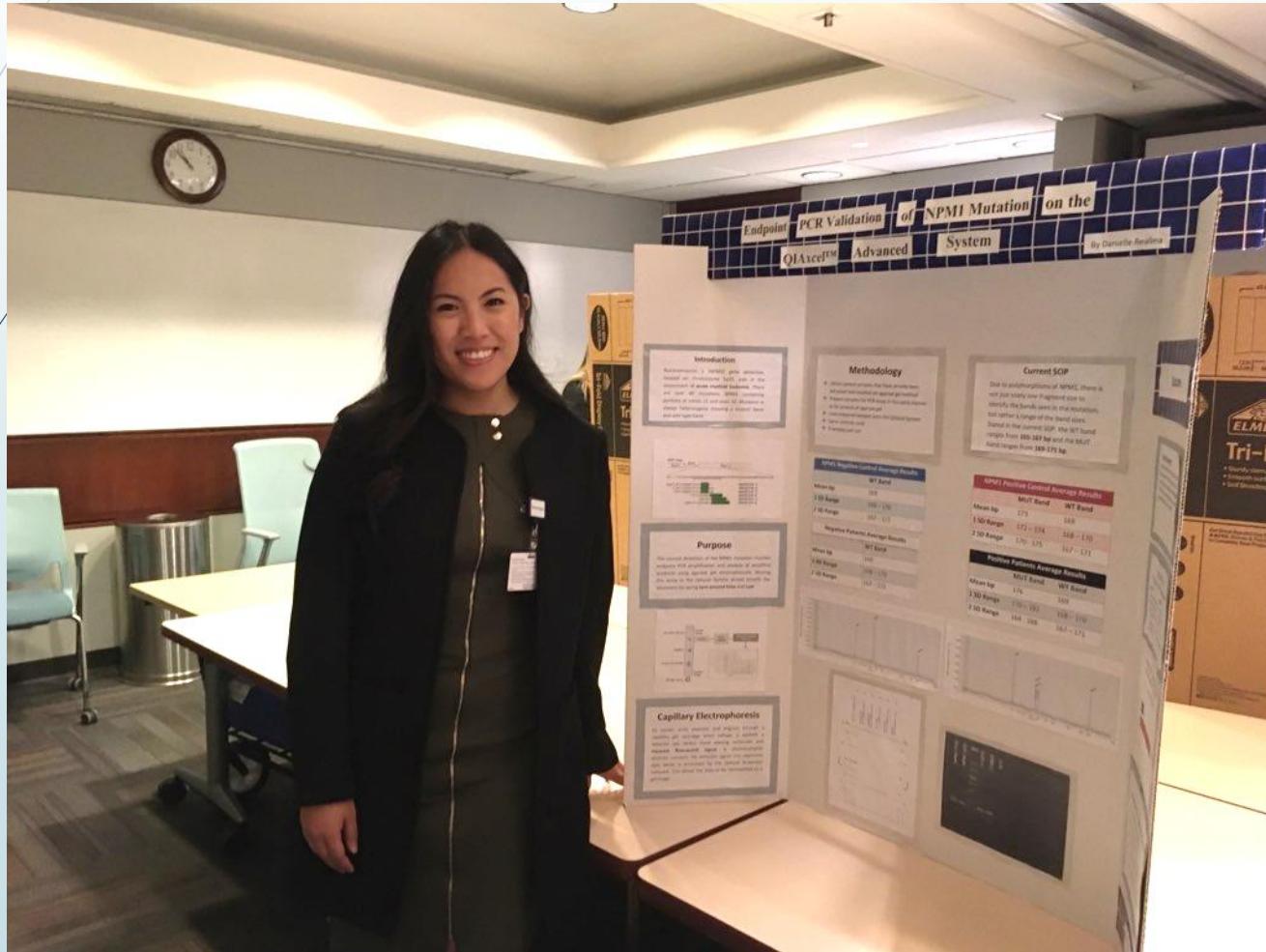
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Practice Self-Awareness & Improvement

- ▶ Self-Awareness
 - ▶ Appreciate your own strengths, recognize weaknesses, and understand limitations
- ▶ Self-Improvement
 - ▶ Accept personal responsibility for continuing education and professional development
 - ▶ Be receptive to changing your behaviors based on faculty and future manager feedback.



Think of your internship as an 11.5 month interview process AND...



...with hard work and perseverance, you will be successful in graduating from the program and...



**Graduation:
November
2024**

.....and gaining employment as a Medical Laboratory Scientist.

Graduation: May 2025



Final Words....

Remember every specimen you analyze is a **real patient** who has concern and anxiety over the results. It should never be considered an “annoyance” but a **privilege**.

- ▶ You are privileged to be intelligent enough to take care of that patient.
- ▶ You can help save a person's life.

Corewell Health Policies

While this presentation is not comprehensive, it should be noted students will be held to the Corewell Health systemwide policies – **Professional Expectations** and **Social Media Policy** – illustrated here in addition to supplemental guidelines in MLS Program Student Handbook.



SYSTEMWIDE POLICY
Professional Expectations



SYSTEMWIDE POLICY
Social Media Policy

Next Step: Reflection and Confirmation

To confirm you have viewed this entire presentation, please complete the following in the Forms quiz:

- ▶ Attestation statement.
- ▶ Write a short 2 sentence reflections answering the questions below.

- 1) After viewing this presentation, what messaging or concepts on professionalism were new to you?
- 2) After viewing this presentation, what work behaviors or work ethics do you personally need to improve to become a better laboratory professional?



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The End!