

DLM Academy LLC
4845 Market St Ste 2
Youngstown, OH 44512
330-779-8085



Course Catalog
May 2026 - May 2027

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School Certificate of Registration No. 2254

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Facility/Accreditation

DLM Academy LLC is located at 4845 Market St Ste 2 Youngstown, OH 44512.

The main telephone number to the campus is 330-779-8085.

DLM Academy LLC is approved to operate the phlebotomy technician program by the Ohio Board of Career Colleges and Schools.

DLM Academy LLC does not hold any accreditations.

Faculty

Administrator: Theresa Milhouse, RN

Number: 330-779-8080

Email: Heart2heartoh@gmail.com

Office Hours: M-F 9am-10am and 5pm-7pm by appt

Phlebotomy Instructor: Theresa Milhouse, RN

Number: 330-779-8080

Email: Heart2heartoh@gmail.com

Office Hours: M-F 9am-10am and 5pm-7pm by appt

Enrollment Advisor: Michelle Smith

Number: 330-779-8085

Email: Heart2ohio@gmail.com

Office Hours: M-F 10am-1pm

Mission

Dedication in educating those seeking advancement in employment to gain economic empowerment and allow students to be skilled and competent in their career opportunities.

Course Offered

Course Name:

Phlebotomy Technician

This is a 120-hour program with 80 hours in the classroom and 40 hours clinical education that is conducted over 3 weeks. This program is only comprised of this one course for completion. The course includes theory training, lab/simulation, and clinical/hands on training. This course prepares students for basic anatomy and the preparation to obtain lab specimens such as blood, sputum, and urine. Graduates of this program will be able to identify proper lab draw techniques, proper handling, and infection control. After successful completion of this course graduates of this program will receive a certificate of completion and will be eligible to sit for the national

exam to become a certified Phlebotomy Technician. The instructor to student ratio in clinical is 1:8, and in theory it is 1:8.

Graduates of this program can find employment in the following areas: laboratories, hospitals, doctors offices, nursing homes, home health agencies or urgent care facilities.

Course Objectives:

- Engage in proper infection control procedures.
- Identify and understand anatomy of blood vessels.
- Understand and explain steps for setup to obtain specimens.
- Demonstrate obtaining multiple types of specimens.
- Understand and demonstrate patient identifiers.
- Understand and demonstrate basic charting of specimen collections.

Required Textbooks:

Phlebotomy Essentials, Enhanced Edition, 2023, Ruth McCall | ISBN-13: 978-1-284-26348-0

Student Workbook for Phlebotomy Essentials, Enhanced Edition 7th Edition, 2023, [Ruth McCall](#) ISBN-13: 978-1-284-26356-5

Admission Requirements:

Must be able to prove US Citizenship (Government issued ID and Social Security Card)

Must have a diploma or equivalent (GED) with transcript

Completed application with paid fee of \$125.00

Unmarked BCI (background check) – included in application fee

Proof of Hepatitis B vaccination completion

Full name must match on both ID and Social Security Card

Passed urine drug screening

Upon admission, student must make school director aware of any special accommodations that are required at the time of enrollment

Race, religion, sex, age, or ethnic origin has no bearing on acceptance.

Course Hours:

120 clock hours of training with 80 hours of theory and 40 hours of clinical.

Class instruction Monday through Thursday 9am to 3 pm (day classes) or 4pm to 9pm (evening classes) with Clinicals weekdays 9am to 3:30pm (days will vary according to term).

Graduation Requirements:

Students must receive an 80% or higher in the course, pass lab and clinical, and complete all required course clock hours. Students must follow all policies and regulations, and all payments must be paid in full prior to graduation.

Course Break Down*:

PH 101 Introduction to Phlebotomy
PH 102 Phlebotomy Basics
PH 103 Specimen Collection
PH 104 Specimen Handling
PH 104 Professional Issues
PH 105 Lab Practicum

***Must be taken in sequential order**

Schedule of Fees

Tuition \$700.00
Textbook* \$80.00 first book included in tuition
Workbook* \$40.00 first book included in tuition
Application Fee \$125.00
Student ID badge* \$5.00
Uniform* \$30.00 first set included in tuition
Drug Screen \$25.00
Certification Test Fee \$245.00
Total of Schedule of Fees \$1,250.00

Items with stars are available for purchase in the event of the need to be replaced. All items are required, and each student must have all required elements in order to be successful in the course.

Calendar
Day Class Schedule

Last Day to Enroll	Course Start Date	Mid Term	Last Day	Classroom Make-Up Day	Clinical Make -Up Day

Calendar
Evening Class Schedule

Last Day to Enroll	Course Start Date	Mid Term	Last Day	Classroom Make-Up Day	Clinical Make -Up Day

Holiday Schedule

The school is open for twelve months a year except for the following days:

- New Year's Eve
- New Year's Day
- Presidents Day
- Memorial Day
- M.L.K. Day
- Veterans Day
- Good Friday
- Juneteenth
- July Fourth
- Labor Day
- Thanksgiving Day
- Black Friday
- Columbus Day
- Christmas Eve
- Christmas Day

Vacations:

Program Disclosure

Phlebotomy Technician Program: Students graduating from the phlebotomy technician program may be able to obtain employment immediately after graduation without certification. This is the sole discretion of the employer. Certification is highly recommended and will showcase your commitment to the profession and increase the probability of employment. Any adverse information on criminal background checks can hinder an individual from obtaining employment.

DLM Academy LLC does not guarantee employment. We will assist students seeking employment by providing resume prep and a letter of recommendation and job listing with openings for their training of choice.

DLM Academy LLC reserves the right to reschedule or extend any of our courses in the event of any, technical issues, program issues, or when an inadequate number of students enroll. Refunds will be available to students who are unable to conform to the new changes.

Attendance

Absences

Student must attend class every day and be on time. Due to the critical nature of the program, students may **not** make up more than one classroom day. **Clinical is mandatory and only one day of clinical may be made up on the day set forth by instructor.** Students who miss more than the allowed class time will have to attend a make-up day which will be pre-assigned at the start of the class session. There will be no additional fee for this make-up day. All class make up time must be conducted during the hours in which the state has approved the facility to operate. Extensive absences may result in dismissal from the program. It is the student's responsibility to consult with the instructor about the requirements and date of make-up work.

Late

If a student knows that he/she is going to be late or absent, the student must call the school to notify a staff member at least 1 hour prior to class start time. If there is no answer the student must leave a message. Notification by anyone other than the student **will not** be accepted and will compromise the student's enrollment status. Student must complete all required hours and lessons to qualify for graduation. Excessive tardiness and/or leaving class early will be grounds for dismissal. After two or more days of tardiness, student will be placed on probation. You are considered tardy to the start of class or clinical if you are 10 minutes late. You are considered late after breaking after 5 minutes.

Sign in/out sheet

Instructors will be responsible for taking daily attendance for both classroom and clinicals. Students will be considered tardy if not present by 10 minutes after start of roll call for both classroom and clinical.

Inclement Weather Policy

In the event of an emergency, the school will notify the student of any class/clinical delay or cancellation via Remind App. When class/clinical is delayed, the time must be made up prior to the completion of class. Every effort will be made to plan the make-up for a day when student is available. There will be pre-planned make-up days on the calendar. Please see your schedule to view those dates. However, scheduling conflicts may result in the student finishing class with the next scheduled class.

Student Leave of Absence

DLM Academy LLC **does not** offer any leave of absence. Students must withdrawal and re-enroll in the program at a time that works best for them.

Make-up Work

DLM Academy LLC **does not** offer any make-up work opportunities. Students who miss class must attend make up day session where the material missed will be covered. All make-up dates are provided to students at the start of class.

Academic Progress

Passing criteria

To pass the classroom instruction of the course, the student must maintain an average of 80% or above on all tests. Students below 80% or a 'C' will need remediation. Assistance from instructor will be available if necessary. Students who do not complete course assignments will receive an I-Incomplete and students who Withdrawal from the course will receive a W- withdrawal.

GRADING SCALE

Grade	%
A	90-100
B	80-89
C	70-79
D	60-69
F	59 or below

Lab

Lab is based on a pass/fail scale and each student must receive a grade of pass in order to graduate from the program. Students will be given **only TWO chances** to demonstrate a skill properly. If a student is unable to demonstrate a skill properly **after two tries**, the student will be removed from the program without a refund. If a student is unable to pass the skill demonstrations in the lab, student will not be allowed to attend clinical until the skills are mastered in the lab.

Clinical

Clinical is based on a pass/fail scale and each student must receive a pass in order to graduate from the program. If a student is unable to demonstrate satisfactory skill mastery in the clinical setting or preforms tasks in an unsafe fashion, the student will be removed from the program without a refund.

Academic Probation:

Students who receive a grade of "fail" during the midpoint evaluation will be placed on academic probation. This academic probation will be re-evaluated as needed, and prior to the completion of the course. Students who do NOT adhere to their probation plan will fail the course and be required to repeat the course at full price should the student decide to reenroll in any of DLM Academy LLC programs.

Assignments

Students must read over the assigned material before and after each class and complete assignments for next day. Students who have not completed the required reading or assignments will be placed on probation and/or could be terminated from the course.

Evaluations

Students will receive two evaluations. The first evaluation will occur during the midpoint of classroom/lab learning. The second evaluation will be the final evaluation and will inform the student of their overall progress in the course. All evaluations will be provided to the students by the instructor in written format and the student will be responsible to sign understanding of the evaluation.

Academic Dishonesty

Cheating of any kind during a test or any assignments will be grounds for dismissal from the school, including but not limited to: talking during a test, discussing or reviewing any items on the exam with anyone else during the exam, consulting books or notes during an exam, and/or sharing answers to tests or assignments with a student who has missed a class.

Withdraw, Dismissal, Refund and Re-entry

Withdrawal

Withdraw from class must be requested in writing and is not official until the administrator receives the letter. A withdrawal **does not** cancel the student's financial obligation entered until this day. A student who does not formally withdraw from class is liable for all fees and associated expenses. A 'Business Office Hold' will be placed on the student's record until the financial obligation has been paid. **If payment is not received after 30 business days, information will be sent to the collection agency.** Student withdrawing within the **third day** of school will receive a refund of fees paid minus \$150 deducted to cover administrative fee. Refunds may take up to 30 days to process which will be mailed via US Mail to the address on file. **Please know it is your responsibility to ensure we have the most up to date address on file.** Student will be recorded as 'released from the program' on the date the student has signed the official termination/withdrawal form.

Dismissal/Termination

Students will be counseled on behavior issues and code of conduct violations **once** prior to dismissal from the program. All counseling sessions will be conducted by the Program Coordinator in person and will be documented via progress report in the student's file.

In case of course dismissal by the school for inappropriate behavior, unsafe practices, or consistently violating school policy, the student will not receive a refund. Student will be called into the Program Coordinators office and made aware of the violated policy/ code of conduct and removed from the program immediately.

Refund

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumables fees shall be made in accordance with Ohio Administrative code section 3331-1-10.1

- 1. A student who withdraws before the first day and after the 5-day cancellation period shall be obligated for the registration fee.***
- 2. A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus registration fee.***

3. *A student who starts class and withdraws after the academic term is 15% but before the academic term 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.*
4. *A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fees.*
5. *A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.*

The school shall make the appropriate refunds within 30 days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in academic school activity. Refund calculations will be completed for each student that withdraws or is dismissed. A notice will be sent to the student and a copy will be retained in their file.

Program Re-Entry

If a student self-withdrawal from a program or is removed due to unsatisfactory academic progress, or absentee/attendance issues, the student is eligible for re-enrollment. Students must note that they WILL have to pay all enrollment and course fees as previous course fees will NOT be applied to the new enrollment.

If a student is removed/terminated from the program for misconduct issues or is not successful after their second enrollment/course attempt, the student will **NOT** be eligible to re-enrollment to the school.

Payment Schedule

Paid in Full- Students may pay for the course in full prior to the start of the course. This is the preferred method. Payments will only be accepted in the following forms: cash, money order, certified funds check, credit card, or debit card. **No personal checks will be accepted.**

Payment Plans for Phlebotomy Technician Training- Students may be given the option to engage in one of three payment plans. All students engaged in a payment plan must sign the payments arrangement agreement. Cost of the program is \$1,250.00 and will be broken down according to the plan chosen. Payments must be paid by 1pm. Please see the following payment plan schedules.

Option 1

Down payment of \$700.00 due at registration.

Balance due by graduation

(if paying balance on class day it must be by either cash or credit card.).

Option 2

Variable payment. You set your deposit amount and payment amounts. Minimum of \$700 must be paid to start class. Balance must be paid prior to graduation.

Late Payments

If tuition is not paid in full by current course start date the student will automatically be enrolled in the start of the next term of the course.

If payments are not made when scheduled, according to the agreement signed, the student will be charged a late fee. Students will not be enrolled in the course if fees are not paid as promised. Students will be assessed a late fee penalty of **\$30 per week** if payments have not been made as promised. Student must pay late fees and balance in order to be eligible for enrollment, clinical, school final exam, and obtain a certificate of completion.

Grievance

All grievances need to be submitted in writing via the student grievance form to the Program Coordinator. The program coordinator must follow up on the grievance within 2 days of grievance submission to investigate the problem. The Program Coordinator will interview all parties involved and make a determination regarding the problem. The student will receive a final answer regarding the grievance within 5 days from the date the grievance was filed. Students should attempt to resolve all issues with the school or its instructors promptly. The program coordinator can be reached at 330-779-8080.

All students' complaints should be directed to the school personnel involved. If the problem is not resolved with the school, the student may direct any problems or complaints to the Executive Director, State of Board Career Colleges and Schools, to 30 East Broad Street, Suite 2481 Columbus, Ohio 43215 or Call 614-466-2752 Toll free# 1877-275-4219.

Transcript Requests

Student transcripts will be kept on file for a total of five (5) years from the date of graduation. DLM Academy LLC will provide paid in full graduated students with a transcript upon request. All students may receive one transcript free of charge. All additional transcripts will be provided at a cost of \$15.00. Student must submit to DLM Academy LLC a completed and signed transcript request form to the Program Coordinator or School Administrator. A copy of the student records/transcript will be provided via email or in person within 48 hours of written request.

Previous Education Credit

DLM Academy LLC does not accept transfer hours or credits from any other institution or career center, prior hours of experience in the field, or any prior training or education of any kind.

Transfer of Course Credits

DLM Academy LLC does not offer the ability to transfer hours or credits to any other institution or career center. Due to the brief nature of our certificate program, students are unable to transfer any time or hours in the program to another institution.

Code of Conduct

Students must adhere to the school's code of conduct. Students who do not observe this code may be terminated without a refund. Please see the code of conduct below.

- Must have appropriate interaction with instructors, coworkers, residents, etc.
- No personal cell phone usage during class, lab, or clinical rotation. Phone use is limited only to emergencies. All other calls must be made and received during breaks. The student must leave the classroom to make and receive calls. Cell phones should never be visible in resident's rooms when applicable.
- Disruptive behavior or inappropriate language, such as profanity or inappropriate discussion of personal problems, during any phase of training and testing is not permitted.
- Display of professionalism and self-control is required to meet the demands of the duties as a phlebotomist, instructor, Program Coordinator and School Administrator.
- Student shall not perform a task for which the trainee has not received training.
- Practice all safety precautions taught for each lab skill.
- Reporting appropriate information, such as changes or problems with clients, to instructor and/or appropriate staff member.
- Student must follow and adhere to HIPAA Guidelines.
- Student must respond to emergencies in the clinical area.
- No sleeping or distractive behavior during class.
- Anyone caught cheating will be immediately dismissed from the program and tuition fees will be **non-refundable**. Anyone turning in an item without his/her name on it will not receive credit for the item; it will not be graded.
- No playing/horsing around with lab equipment; utilize equipment for learning purposes only.
- You are responsible for your own activity and are expected to abide by the rules of the program.
- Student must bring books (note/text/work/pen/pencil) to class every day.
- Maintain proper infection prevention guidelines when caring for clients.
- Please treat the mannikin, and the like, like a real person and respect all school equipment.
- No weapons or contraband on any classroom or clinical premises.
- **Students noted to be under the influence of any drug or alcohol will be removed from the program immediately.**
- Social media posting will not be allowed during clinicals and could be grounds for dismissal if not adhered to.

DRESS CODE

- Dress Code with name tag identification is to be worn every day. Name tag identification will be provided by DLM Academy LLC.
- Student must wear school issued scrubs during lab and clinical rotations.
- Students must wear clean, neutral-colored, closed-toed nursing shoes/tennis shoes while in scrubs/uniform.

- Student must maintain adequate personal hygiene, socks and shoes at all times to classroom, lab and clinical. Uniform must be clean, neat and crisp. Your undergarments should not be visible underneath your uniform.
- Hair should be neat, clean, and tied up.
- Fragrance should not be worn when working around patients/residents. People may have allergic reactions or may suffer with respiratory problems causing difficulty breathing.
- Come prepared with a stopwatch, a small notebook, a pen and most of all a positive attitude.
- No artificial nails or nails longer than quarter inch.

The school reserves the right to make changes that it deems necessary at any time. Alterations may include course and program changes and cancellations. The online version of the catalog will be updated periodically to reflect such alterations. The responsibility for understanding and meeting the graduation requirements published in the DLM Academy LLC catalog rests entirely with the student.

Financial Aid/ Scholarships

DLM Academy LLC does NOT offer any financial aid, finance aid services or scholarships.