

Central Service Technician Program  
Health Sciences Education



Indiana University Health

CENTRAL SERVICE TECHNICIAN PROGRAM

Program Booklet

IU Health Methodist Hospital  
Health Sciences Education  
1812 N. Capitol Ave. Room 629  
Indianapolis, IN 46202

It is the policy of the organization that equal opportunities be available to all without regard to race, color, sex, religion, national origin, age, disability, sexual orientation, or veteran status. This policy applies in all phases of an individual's career, beginning with the initial application process, recruitment and selection, placement, job change, compensation, discipline, and separation.

In order to affirm this policy, the organization subscribes to the following principles: the organization will recruit, hire, train, and promote individuals without regard to race, color, sex, religion, national origin, disability, sexual orientation, or veteran status.

All personnel actions regarding compensation, benefits, job changes, training, educational assistance, etc. will be administered without regard to race, color, sex, religion, national origin, age, disability, sexual orientation, or veteran status. The Director of Employment and Employee Relations will be responsible for ensuring that policies are enforced in a manner consistent with this goal.

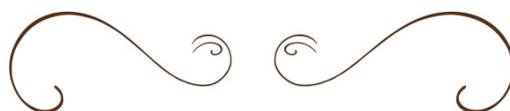
The organization has a staff of Human Resource Consultants who are available to consult with any job applicant or employee who has questions or issues concerning the application of this policy.

The information contained in this document was accurate at the time of printing and is subject to change without notice.

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**Academic Calendar  
Central Service Technician Program  
2020**

<b>Application Deadline Jan.-June Course 2020</b>	Sept. 13, 2019
Notifications made week of	Oct. 14, 2019
Non-refundable \$100 Service fee due by	Nov. 4, 2019
Date for Student to electronically order background check	Nov. 11, 2019
Student Drug Screening Test due by	Dec. 2, 2019
Student Immunization Records due by	Dec. 2, 2019
Tuition payment due by	Jan. 2, 2020
Orientation	Jan. 2, 2020
<b>Course Begin</b>	<b>Jan. 2, 2020</b>
IAHCSMM Conference – No Classes	Apr 28 & Apr. 30, 2020
<b>Course End &amp; Graduation</b>	<b>June 11, 2020</b>



<b>Application Deadline July-Nov. Course 2020</b>	April 13, 2020
Notifications made week of	May 11, 2020
Non-refundable \$100 Service fee due by	June 4, 2020
Date for Student to electronically order background check	June 12, 2020
Student Drug Screening Test due by	June 19, 2020
Student Immunization Records due by	June 19, 2020
Tuition payment due by	July 7, 2020
Orientation	July 7, 2020
<b>Course Begin</b>	<b>July 7, 2020</b>
<b>Course End &amp; Graduation</b>	<b>November 19, 2020</b>

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## Instructional Delivery

Most portions of this program are taught in a classroom lecture or lecture/lab combination. No portion of the courses or program is offered via distance learning education.

## Listing of Officers

Dennis Murphy, MHA  
President & CEO  
Indiana University Health

Mark Mattes, JD  
Executive Director  
Academic Affairs

Jonathan Gottlieb, MD  
Executive Vice President and CMO  
Academic & Medical Affairs

Donna Thaler Long, MSM, RT(R)(M)(QM)  
Director  
Health Sciences Education

## Program Faculty

### PROGRAM DIRECTOR

Marcy Strine, MSN, RN-BC, CPN  
Program Manager Continuing Education  
IU Health System Business Services

### EDUCATION COORDINATOR

Lana C. Phillips, BS, ACE, CRCST  
IAHCSMM Instructor  
Coordinator, Allied Health Continuing Education  
Educational Services  
IUH Methodist Hospital

### INSTRUCTOR

Mollye M. Banks, CST, CRCST, CIS  
IAHCSMM Instructor  
Supervisor, IU Sterile Processing  
IUH University Hospital

## About Indiana University Health

Indiana University Health is Indiana's most comprehensive healthcare system. A unique partnership with Indiana University School of Medicine, one of the nation's leading medical schools, gives patients access to innovative treatments and therapies. IU Health is comprised of hospitals, physicians and allied services dedicated to providing preeminent care throughout Indiana and beyond.

- Total admissions: 129,612
- Total outpatient visits: 2,911,610
- Total team members: 28,087

### National Recognition

- Eight patient-care specialties at IU Health are nationally ranked in U.S. News & World Report's 2016-2017 edition of America's Best Hospitals.
- Indiana's only healthcare system to be nationally ranked by U.S. News & World Report 19 years in a row.
- Riley Hospital for Children at IU Health is nationally ranked in 10 pediatric specialties by U.S. News & World Report.
- IU Health was among the 3% of U.S. hospitals to earn a national ranking.
- IU Health is designated as a Magnet® hospital system by the American Nurses Credentialing Center recognizing excellence in nursing care.

## Student Resources

1. **Food** – Various food options are available throughout and around the hospitals.
2. **Lounges** – Students may use the employee and student lounge in Wile Hall. Students, as well as employees, are NOT permitted to use any visitor or patient lounges. Adherence to this hospital policy is required.
3. **Parking** – Students will be provided temporary hangtags which allow them to park in employee surface parking lots. Parking garages which connect to the hospital are also available for a fee. Any parking tickets issued for violations must be paid by the student prior to graduation.
4. **Library** – The library and media center are located on the first floor in the Methodist Professional Center.
5. **References** – Departmental collection of reference books and professional journals are available.
6. **Career Center** – Computer-assisted instruction is available.
7. **Occupational Health** – All injuries, no matter how small, must be reported to your Program Director immediately to be referred to the appropriate Occupational Health Center.

## **Nature of the Work:**

The central service technician is responsible for the procurement of surgical supplies and equipment.

Central service technicians provide support to all patient care services in the health care facility. They are responsible for decontaminating, cleaning, processing, assembling, sterilizing, storing and distributing the medical devices and supplies needed in patient care, especially during surgery.

With the ever-expanding technological advancements in medical supplies, instrumentation, medical devices and equipment, highly trained individuals are needed in the field of central service. There is high demand today for the central service technician in the hospital and clinical settings.

Central service technicians are trained in principles, methods and control of sterilization processes; and the cleaning, processing, packaging, distributing, storing and inventory control of sterile goods, instruments, trays and equipment.

## **More About Central Service**

The central service department of a health care facility is the hub of all activity surrounding supplies and equipment needed for surgery, obstetrics and other patient care areas. Central service technicians assume an important role in patient care by preventing infections.

As a central service technician, you will provide vital support in all patient care services and be responsible for knowing all of the tools used in an operating room, as well as sterilizing and packaging instruments used during surgery.

You will also decontaminate, clean, process, assemble, store and distribute medical devices and supplies, and keep records associated with sterilization monitors, orders, charges to patients and inventory.

## **Working Conditions**

Central Service technicians work in well-lighted environments. They often interact with other people and may have to handle several responsibilities at once. Most full-time technicians work a 40-hour week, including evenings, nights and weekends. Because technicians generally deal with the Operating Room personal, they must be neat, well groomed, courteous, and pleasant. They must respect the confidential nature of medical information. Duties require them to be observant, organized, dedicated, and responsible. They must enjoy precise work—details are sometimes a matter of life or death. They must have a reasonable level of manual dexterity and visual acuity.

## **Employment and Job Outlook**

- Central service is an emerging occupation and will expand as health-care becomes more specialized.
- Employment of central service technicians is expected to grow faster than the average for all occupations through the year as the volume of surgery increases. The number of surgical procedures is expected to rise as the population grows and ages. Technological advances, such as fiber optics, laser technology, robotics and interventional radiology will also introduce new surgical procedures and equipment.
- Hospitals will continue as the primary employer of central service technicians, although some employment growth is expected in offices and clinics of physicians, including ambulatory surgical centers, as well as nursing homes and assisted living facilities.

- With additional training, some technicians advance to senior central service technicians, who provide technical and functional supervision to other central service personnel.
- **Earnings Potential**  
Median annual earnings of Central Service/Sterile Processing technician is \$35,412. Salaries ranged from \$10.98 to \$20.35 per hour.\* The earning potential for technicians varies widely and depends on experience, skill level, and geographic location.

## **Professional Organizations**

Visit the following websites to learn more about the rewards of the central service technician profession:

- Certification Board for Sterile Processing and Distribution (CBSPD) [www.sterileprocessing.org](http://www.sterileprocessing.org)
- International Association Healthcare Central Service Material Management [www.iahcsmm.org](http://www.iahcsmm.org)

## **Training and Certification**

Most employers prefer to hire Central Service Technicians who have already received formal training, although some employers offer on-the-job training programs.

Most employers require the Central Service Technician to become a Certified Registered Central Service Technician (CRCST) or a Certified Sterile Processing and Distribution Technician (CSPDT) within 1 or 2 years of hire date, in order to meet The Joint Commission recommendation.

International certification (CRCST) is available through the International Association of Healthcare Central Service Material Management (IAHCSMM).

National certification (CSPDT) is available through the Certification Board for Sterile Processing and Distribution (CBSPDT). Certification is the process by which a non-governmental association or agency grants recognition to an individual who meets certain predetermined qualifications specified by that association or agency.

\* This information is subject to change without notice. It was accurate when this document went to press.

# Admission Criteria

To qualify for IU Health's Central Service Technician program, you must complete the admission process, be selected, and be formally admitted to the program. The admission process includes submission of an Application for Admission, and other required forms. The admission process may also include a personal interview.

## Before you Start the Process

Be sure you:

- Have earned your high school diploma or high school equivalency (HSE) (formerly known as a GED). We require official transcripts as part of the application process. If you are a high school senior who is expecting to graduate, your acceptance into the program is contingent upon receipt of your final official high school transcript. Your transcript must be from an accredited high school, or a HSE/GED transcript is required.
- Although you are not required to take college courses before applying to this program, the admission committee pays careful attention to your high school science and math grades (also any health occupations courses that you take). If time permits, we suggest that you take one or more relevant courses before applying to this program, such as Medical Terminology, and Anatomy & Physiology at an accredited college. IU Health offers an Anatomy & Physiology course each April and August. Taking any of the above mentioned courses enhances your knowledge and qualifications.
- Can meet the physical requirements of this profession.
- Read this booklet completely and understand all the forms you need to apply.

## Admission Requirements

To be considered for entrance into this program, you must:

- Submit official proof of completing a high school diploma or equivalency.
- Be at least 18 years of age prior to the first day of the program.
- Complete the application packet and turn it in to the Health Sciences Education Center by the application deadline.
- Successfully pass a background check and drug screen.(after acceptance)
- Be able to physically do what is required of Central Service Technicians.
- **Be a US citizen or have a permanent residence card/visa. Documentation may be requested.**

If you are a person for whom English is a second language and/or your transcripts are not from the United States, **we highly recommend you take the TOEFL test or the Indiana High School Equivalency (HSE) test.** TOEFL testing information (including dates, cost, and locations) can be found at [www.ets.org/toefl](http://www.ets.org/toefl). HSE testing information can be found at [www.in.gov/dwd/HSE.htm](http://www.in.gov/dwd/HSE.htm).

## **Clinical Experience Exemptions/Waivers**

You may request exemption from the 400 hour IAHCSSM Clinical requirement on the application form. After you submit your application the clinical verification form will be sent to you. Your sterile processing supervisor must (clearly) complete page three. Requests for exemptions/waivers may not be considered after the first day of classes.

**All clinical exemptions are granted at the program director's discretion.**

## **Notification**

You will be notified in writing by email or hard copy, whether you are accepted into the program or not. If you are not accepted into the program, you have 60 days to notify the Program Director to activate your application into an upcoming class. After that time, you will need to repeat the application process for consideration in future programs.

Falsification of your application or other admissions documentation or failure to provide complete and accurate information may result in your termination from the program.

## **Acceptance**

If you are accepted into the program, you will receive an acceptance packet. Acceptance is contingent upon the return of the documents which are included in your acceptance packet, such as:

- your signed program technical standards form, which indicates that you are capable of doing all that the program demands of you physically, with or without accommodation
- your signed enrollment agreement
- your non-refundable \$100 service fee
- your electronic ordering of your background check

Failure to return any of these items by the due date may result in your seat being given to someone else.

## **Background Check and Drug Screen**

If you are selected to be in this program, your acceptance will be based upon your ability to pass a criminal background check and drug screen. The acceptance packet will contain information on the process and the link to order your background check. You are responsible for the fee (a minimum of \$39) for the background check completed by IU Health. ***Please be sure to list any and all violations that may appear on the background check. This includes any traffic violations.*** Additional forms and information on acquiring your drug screening test at IU Health will then be sent to you. Failure to pass the background check and drug screen may disqualify you from entering the program.

Having a criminal conviction does not automatically disqualify you from entering this program; however, certain convictions will disqualify you. These limitations are imposed for the safety and well-being of IU Health patients, employees, visitors, and volunteers. Your record will be evaluated on an individual basis.

Some clinical sites may require an additional drug screen before beginning clinical rotations. Be advised that drug screens are also part of pre-employment physicals at many organizations, particularly health care facilities.

If you are an IU Health employee, you may not be required to undergo an additional background check or drug screen for admittance into the program. Please refer to HR policy HR-103 *Background Investigation* to see how this may affect you.

## **Enrollment Agreement**

Students accepted into the Central Service Technician Program will be required to sign an enrollment agreement outlining specifics of the program. Once you have signed the agreement, you will have three business days to cancel for a full refund of all tuition fees paid.

## **Program Technical Standards**

Also included in the acceptance packet is a list of technical standards required for being a student in this program. This includes the ability to:

- read, write, understand, and verbally communicate in fluent English
- stand, walk, or sit for up to 8 hours a day, 5 days a week
- carry, reach, stoop and lift up to thirty (30) pounds
- have good manual dexterity (handling needles and syringes, using forceps to move an object, using a computer keyboard)
- have visual acuity (on your own or with corrective lenses) that enables you to inspect instruments and equipment prior to assembly to assure cleanliness and functionality
- discern and differentiate color correctly, without color blindness (to recognize differences in pass or fail of the quality tests)
- have the auditory acuity (on your own or with auditory aids) to understand a normal speaking voice without seeing the speaker's face
- follow OSHA safety standards (i.e. Standard Precautions, wear Personal Protective Equipment, monitor hazardous chemicals/gases)
- work in a sometimes stressful situation and maintain a calm demeanor in an emergency
- protect patient confidentiality

## **Immunization Clearance**

Students are required to have an immunization clearance. This clearance requires documentation of multiple vaccines or titers, including but not limited to the following: MMR, varicella, Tdap, PPD screen and flu. The cost of some required vaccinations and/or titers are the student's responsibility. More detailed information on the requirements will be distributed during orientation. For additional information prior to admission, contact the program director.

## **Personal Health Insurance**

If you do not have insurance, you will need to sign a waiver of insurance form during orientation. Indiana University Health does not provide any health care or major medical insurance coverage for a student while in the program.

## **Change in Student Status**

If a situation arises such as pregnancy, family emergency, illness or injury that will prevent you from attending classes or clinical experiences for an extended period of time, you must notify the program director immediately. You will be counseled individually to plan the best course of action for your circumstances. Be advised that any such delays in your training may prevent you from continuing the program.

## **Graduation Policy**

To graduate from the program, you must

- Complete all requirements established for the program in the prescribed amount of time.
- Return all instructional materials and other IU Health property in satisfactory condition.
- Meet all financial obligations to the program and to IU Health. If any student owes any debt to IUH connected to this program they will not receive a completion certificate, nor can they be hired by IUH until the debt has been paid.
- Adhere to all class, program, department, and hospital policies and procedures.
- External students are required to return their IU Health ID badge. Replacement badges cost \$20. Course completion certificate will be withheld until badge has been returned.

## **Employment/Placement Assistance**

This program includes sessions on resume writing, interviewing skills, and using IU Health's online HR system. The program also assists in job placement as needed. ***However, completion of this program does not guarantee employment at IU Health or elsewhere.***

## **Professional Image**

It is incumbent on each individual who wears an IU Health identification badge to maintain a professional image in terms of both conduct and appearance.\*

- Jewelry will be kept to a minimum (e.g., no more than 3 earrings in one ear).
- Non-traditional body jewelry (e.g., tongue, eyebrow, lips, and nose) may not be worn.
- Tattoos are to be covered.
- Hair will be neatly styled and groomed. Shaggy or unsightly hair or non-traditional hair coloring (green, blue, purple, red, etc.) is inappropriate.
- Students are expected to conduct themselves in a courteous and conscientious manner at all times.

\*refer to IUH policy HR-107 *Professional Image*

# Fee Information

## Tuition Fees fall into one of two Categories Internal or External

### Internal

An employee of IU Health or a subsidiary corporation of IU Health qualifies for the internal tuition rate of 50% discount. You can be a full-time or part-time employee to qualify for the internal tuition rates.

### External

Anyone who is not employed by IU Health or any of its subsidiary corporations (full or part-time) must pay the external tuition rate of \$300 lecture fee and \$300 clinical fee.

If you are unsure which category you qualify for, call 317-962-5470 for clarification.

### Central Service Technician Program Tuition Fees (all fees are subject to change)

	Length	Dates	Payment Due	Tuition
Lecture	110 contact hours 22 wks	*	On or before Orientation *	Internal: \$150.00 External: \$300.00
Clinical	400 contact hours 24 wks	*	On or before Orientation *	Internal: \$150.00 External: \$300.00
Total Program Tuition Fees	510 contact hours	12 months	*(see academic calendar)	Internal: \$300.00 External: \$600.00

### Books and Certification Exam

Books costs are in addition to the tuition fee and range from \$100 to \$165. A book list and possible vendors will be provided upon acceptance into the program. You will be taking the international (IAHCSMM) Certified Registered Central Service Technician Exam (CRCST) at the end of the program. The fee for this exam is approximately \$125. This fee will be due during the last month of lectures see the academic calendar for date. *All costs are subject to change.*

### Payments

Upon your acceptance into the program, a *non-refundable* \$100 service fee is due to hold your position in the program.

Tuition payments are processed each semester.

Lecture fee	22 weeks	see academic calendar for specific date	Payment due on or before Orientation*
Clinical fee	24 weeks	see academic calendar for specific date	Payment due on or before Orientation*

Fees and tuition may be paid by cash, money order, cashier's check, MasterCard, VISA or Discover. (No personal checks accepted)

## Refunds

If you determine that it's necessary to voluntarily terminate from the program, you should notify the program director in writing as soon as possible. Your termination will become effective immediately upon the program director's receipt of written notice. Part of the fees you paid may be refundable, based on when the termination occurs. Fees paid by third parties will be refunded to the third party who paid them.

Similarly, if a third party is paying your tuition, that funding source is held accountable for paying whatever portion of your tuition that is not refundable.

**If you terminate from the program within three business days of signing the enrollment agreement, you will be entitled to a full refund of all tuition fees paid. The only money not returned to you is the non-refundable \$30 application fee and the \$100 service fee.**

**If you terminate from the program more than three business days after signing the enrollment agreement, some fees are not refundable.**

### Tuition refunds:

<b>100%</b>	<b>withdraws within 24 hours of the 1<sup>st</sup> hour of the 1<sup>st</sup> day of class</b>
<b>80%</b>	<b>withdraws prior to 3<sup>rd</sup> class</b>
<b>60%</b>	<b>withdraws prior to 7<sup>th</sup> class</b>
<b>40%</b>	<b>withdraws prior to 10<sup>th</sup> class</b>
<b>0%</b>	<b>withdraws after the 10<sup>th</sup> class</b>

As you can see above, you may lose a substantial amount of money if you start classes and then decide to terminate. You may still be responsible for paying part or all of the tuition costs, depending on when you terminate.

Although failure to attend class is not considered adequate notification of termination, your enrollment may automatically be terminated after three consecutive days of absence without notification. If you fail to give the program director notice of termination, any refunds will be based on the last date you attended class.

## **Termination from the Program**

Termination from a program occurs when the student voluntarily or involuntarily terminates from the program. Voluntary termination is when the student chooses to withdraw from the program. Involuntary termination is when the program faculty makes a decision to dismiss the student from the program.

The following are grounds for involuntary termination:

- Violation of Code of Ethics and Professional Conduct Policy. (see student handbook)
- Failure to maintain the required level of academic achievement.
- Violation of the program's attendance policy. (see student handbook)

Acts subject to immediate involuntary termination include but are not limited to:

- Falsification of records.
- Violation of Confidentiality Policy. (see student handbook)
- Violations of code of Ethics and Professional Conduct Policy, depending upon the severity of the infraction. (see student handbook)

If voluntary termination from the program becomes necessary, the student must notify the program director as soon as possible so that arrangements for formal termination can be made. An official termination form must be completed.

If readmission to the program is requested, the student must reapply to the next class. A decision regarding readmission will depend on past program performance (prior to termination), the student's current situation as well as Health Sciences Education's ability to accommodate reentry. Readmission is at the program director's discretion. If you are readmitted, the program director may require you to repeat courses or clinical time. ***Be aware that there is no guarantee of readmission after termination.***

# Academic Information

## Duration

IU Health's Central Service Technician program's academic year is six to twelve months in length (110 to 510 contact hours), divided into two categories.

The first category is the 22 week long Lecture Curriculum. The January to June class has a one-week break at the end of April/first of May. The second category is the 400 hour Clinicals. The clinical experience must be completed within 6 months or by the date set by IAHCSSM upon passing the CRCST exam.

Lecture classes are scheduled during the day on Tuesday and Thursday. Clinical rotations are scheduled during the day and/or evening Monday through Friday at various locations on and off the IU Health campus. Typical classroom hours are 8:00 am to 10:30 am or 1:30pm to 4:00pm. Clinical Rotation times may vary depending on the site. The scheduled course hours fill a typical work day but your training goes far beyond that. You must be committed not only to consistent attendance during classes and clinical rotations, but also to devoting a significant amount of evening and weekend time for studying, and doing homework.

Before you can progress to Clinicals, you must:

- pass all exams with a final grade of 70% or better
- have paid in full all tuition
- complete assigned eLMS modules

## Satisfactory Performance, Progress, and Attendance

As a student, you are expected to abide by all policies and procedures established for this program. These are explained in the Student Handbook, which you will receive during Orientation. You are expected to perform satisfactorily and progress through the program in the prescribed period of time.

### “Satisfactory performance and progress” includes:

- **Meeting academic standards**  
This means maintaining:
  - ◆ at least an 70% average or better for all courses and performance-based activities
- **Meeting attendance and behavioral standards and expectations**  
This means maintaining:
  - ◆ consistent attendance without tardiness (see student handbook: Attendance Policy)
  - ◆ a willingness to learn
  - ◆ a spirit of cooperation as a member of the IU Health team
  - ◆ a professional demeanor and polished communication skills that reflect positively on yourself, the program, and the institution that you represent
  - ◆ the utmost respect for your fellow students, the patients you encounter, the instructors, preceptors, and other health care professionals with whom you interact
  - ◆ patient confidentiality
  - ◆ and other behavioral standards detailed in your Student Handbook (i.e. Professional Image, Non-smoking policy, etc.)

## Grades and Competency Levels

There are 4 exams and the final exam. Your 3 highest scores of the 4 exams will be half your class grade and must be 70% or higher. The other half of your class grade will be your final exam score, which again must be 70% or higher. You are expected to demonstrate satisfactory progress in order to complete the course in the prescribed amount of time. Failure to demonstrate satisfactory progress may result in probation or your termination from the program. Satisfactory progress is defined as a **70% grade on each exam**.

Unsatisfactory progress may result in remediation, an incomplete grade or a failing grade in a course. The faculty will counsel you if you have academic difficulty. The faculty may also refer you to appropriate source(s) for further guidance, if needed.

A failing final grade on **any** exam could result in involuntary termination from the program.

The grading scale is: 100-90%	A
89-80%	B
79-70%	C
below 70%	F (failing)

A grade of D is not given in this program.

Progress reports are issued after each exam.

## Interventions and Possible Restrictions

If you fail to maintain satisfactory performance and progress, a series of interventions and related restrictions may apply. Intervention strategies and restrictions could include, but are not limited to:

1. required counseling
2. required tutoring sessions (not provided by program)
3. required physician health clearance
4. probation for a specific period of time
5. termination from the program

Satisfactory academic progress is restored when you successfully reestablish:

- a 70% average in academic performance.
- the level of attendance and professionalism that's required and expected for a health care professional.

If you are terminated from the program for any reason, you must reapply for admission to the next program offering in order to continue your studies. Before applying for readmission, you must meet with the program director to review recommendations for improvement and strategies to overcome deficiencies. ***Be aware that there is no guarantee of readmission after termination from the program.***

# Course Topics and their Outlines

## **Cleaning, Decontamination, and Disinfection**

- Safety Standards
- Personal Protective Equipment (PPE)
- Brief Overview of Microbiology
- Temperature & Humidity of the Work Environment
- Preparing Work Area for Decontamination
- Quality Tests
- Troubleshooting Cleaning Equipment
- Disposable Items from Non-Disposable Items
- Preparing Items for Decontamination
- Cleaning & Decontaminating Non-Disposable Items
- Selecting Appropriate Disinfectant
- Disinfecting Instruments & Equipment
- Transferring Items to Preparation Area

## **Preparation & Packaging**

- Temperature & Humidity of the Work Environment
- Preparing Work Area for Packaging
- Receiving Items for Preparation
- Inspecting Items for Cleanliness and Functionality
- Selecting Items for Assembly
- Surgical Instrumentation
- Complex Surgical Instruments
- Assembling Items for Packaging
- Packaging Method
- Labeling Method
- Transferring Items to Appropriate Area

## **Documentation & Record Maintenance**

- Record Maintenance
- Temperature, Humidity and Corrective Action
- Quality Test Results
- High Level Disinfection (HLD) Process
- Employee Incident Reports

## **Sterilization Process**

- Temperature and Humidity of the Work Environment
- Preparing Work Area for Sterilization
- Sterilizer Tests
- Sterilization Methods and Cycles
  - High Temperature
  - Low Temperature

- Loading and Unloading Sterilizer
- Operating and Monitoring Sterilization Equipment
- Quality Test Results
- Lot Control Number & Documentation
- Transferring Sterilized Items to Storage and Distribution

## **Customer Relations**

- Customer Requests
- Communication
  - Brief Introduction of Medical Terminology
  - Brief Overview of Anatomy & Physiology
- Internal and External Teams
- Facility and Procedures

## **Sterile Storage & Inventory Management**

- Temperature and Humidity of the Work Environment
- Preparing Work Area for Sterile Storage
- Ordering Inventory
- Receiving and Inspecting Inventory
- Stocking and Rotating Inventory
- Distributing Sterile and Non-Sterile Items
- Monitoring Item Usage
- Tracking Items Distributed by CSSD
- Disposing Inventory

## **Patient Care Equipment**

- Temperature and Humidity of the Work Environment
- Preparing Work Area for Distribution
- Receiving Items for Preparation
- Inspecting Equipment for Cleanliness and Functionality
- Assembling Equipment for Distribution
- Care and Handling
- Distributing Equipment
- Tracking Medical Equipment
- Repair and Safety Inspection

## Directions regarding the Application Packet

- 1) Read all these materials thoroughly to ensure that you qualify for the program.
- 2) Obtain an application packet.
  - **Call** our departmental secretary to request one be emailed or mailed to you:  
317-962-5470
  - **Go online** to download an application packet at [www.iuhealth.org/professional-education/health-sciences-education/central-service-technician](http://www.iuhealth.org/professional-education/health-sciences-education/central-service-technician)
  - **Pick up** your application packet in person at:  
Health Sciences Education Center  
Wile Hall Rm. 629  
1812 N. Capitol Avenue  
Indianapolis, IN 46202
- 3) **Make copies of all the forms!**  
If a mistake is made, you will have an additional copy to complete.
- 4) ***For the application form:***  
Be sure to complete all pages.
- 5) ***For the official transcript request form:***  
Make as many copies as needed. You must submit official transcripts from any learning institution that you have attended, regardless of whether you obtained a degree from the institution or not. This includes high school or schools, and high school equivalency. Call ahead to your school(s) to determine whether you need to submit a fee to obtain an official copy of your transcript. You are responsible for paying any fees associated with obtaining these copies. Copy and complete as many transcript forms as needed, and mail them to the appropriate high school(s) and/or colleges attended.  
*Note: Official transcripts are sent directly from the school to the Education Coordinator in a sealed envelope or via the web.*  
  
If you have a HSE/GED, request that an official copy be mailed to the education coordinator.
- 6) ***For the candidate reference forms:***  
Ask two people who know your work well (such as a supervisor or teacher) to complete the two reference forms. Write only your name on the top line of these forms. Do not complete anything else on these forms. Ask those who fill out your reference forms to return them directly to IU Health Sciences Education Center. (The address is on the forms.) Allow plenty of time for these to be completed and returned. IU Health reserves the right to contact your references to verify information on the forms.
- 7) ***For the short essay:***  
Give a lot of thought to this, the selection committee reads this very carefully.

- 8) **To submit your application**, please be sure that you have completed everything. Send all forms, along with the non-refundable \$30 fee to:

IU Health Methodist Hospital  
Wile Hall-Room 629  
Attn: Central Service Technician Education Coordinator  
1812 N. Capitol Avenue  
Indianapolis, IN 46202

- 9) **Who to call with questions:**

For general questions regarding the application process or fees, call 317-962-5470.

For specific questions about the program or its curriculum, contact the education coordinator Lana Phillips at 317-962-8925 or [lphillips@iuhealth.org](mailto:lphillips@iuhealth.org).

## How to get in touch with us:

### **CALL**

- Our departmental secretary if you have general questions: 317-962-5470
- For specific questions about this program or its curriculum, call the education coordinator at 317-962-8925

### **ONLINE**

Go online to download application packet at [www.iuhealth.org/professional-education/health-sciences-education](http://www.iuhealth.org/professional-education/health-sciences-education), then click on the Central Service Technician tab.

### **E-MAIL**

Your questions to the education coordinator: [lphillips@iuhealth.org](mailto:lphillips@iuhealth.org)

### **MAIL or Bring**

Your completed application with your \$30 fee to:  
IU Health Methodist Hospital  
Wile Hall-Room 629  
ATTN: Central Service Technician Education Coordinator  
1812 N. Capitol Avenue  
Indianapolis, IN 46202