McCurnin's Clinical Textbook for Veterinary Technicians 9th edition Bassert Test Bank

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MULTIPLE CHOICE

1. In the best-run practices, job duties are delegated to the lowest-level person who can do the job well within the legal scope of practice. When this does not occur
   a. the practice spends more money than necessary on personnel.
   b. it causes frustration among veterinarians and veterinary technicians who are not given the opportunity to fully exercise the skills they were educated to perform.
   c. a key component of good management is missing.
   d. all of the above are true.

   ANS: D
   This kind of delegation is a key component of good management. In "real life," it is not uncommon to see veterinarians doing tasks that a well-trained technician is legally allowed to do and can do better. Many also hire veterinary technicians but have them perform the duties of veterinary assistants and caretakers. Consequently, the practice spends more money than necessary on personnel, causing frustration among veterinarians and veterinary technicians who are not given the opportunity to fully exercise the skills they were educated to perform.

   PTS: 1 REF: p. 40 TOP: VTNE Domain: Miscellaneous
   MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Laws and Ethics: Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients. | Demonstrate a commitment to high quality patient care

2. CVPMs stand for
   a. Certified Veterinary Practice Managers.
   b. Certified Veterinarian Practice Managers.
   c. Certified Veterinary Patient Managers.
   d. Certified Veterinarian Patient Managers.

   ANS: A
   Certified Veterinary Practice Managers are CVPMs.

   PTS: 1 REF: p. 41 TOP: VTNE Domain: Miscellaneous
   MSC: CVTEA Skill and Task: Miscellaneous

3. A veterinary technologist is a
   a. graduate of a 2- or 3-year AVMA-accredited program.
   b. graduate of a 4-year AVMA-accredited program.
   c. high level veterinary assistant.
   d. veterinary technician who has received on-the-job training.

   ANS: B
   A veterinary technician is a graduate of a 2- or 3-year AVMA-accredited program in veterinary technology, and a veterinary technologist is a graduate of a 4-year, AVMA-accredited program.

   PTS: 1 REF: p. 42 TOP: VTNE Domain: Miscellaneous

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MSC: CVTEA Skill and Task: Miscellaneous

4. Using the proper terms for personnel whether veterinary assistant, veterinary technician, or veterinary technologist is important for which of the following reasons?
   a. So that clients are clear about the qualifications of each member of the veterinary health care team
   b. So that each team member is valued and recognized for their level of education
   c. So that each team member has a clear idea of job duties
   d. All of the above

   ANS: D
   It is important for veterinary practices to use proper terminology, so that clients are clear about the qualifications of each member of the veterinary health care team.

   PTS: 1 REF: p. 42 TOP: VTNE Domain: Miscellaneous
   MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Demonstrate an understanding of interpersonal skills and team dynamics

5. Which of the following offers voluntary accreditation for veterinary hospitals?
   a. USDA
   b. AVMA
   c. AAHA
   d. AALAS

   ANS: C
   The American Animal Hospital Association (AAHA) offers voluntary accreditation programs for veterinary hospitals. AAHA is the only organization to offer accreditation in North America; approximately 12% of veterinary hospitals have achieved this designation. The process is designed to help practices refine and improve their services.

   PTS: 1 REF: p. 44 TOP: VTNE Domain: Miscellaneous
   MSC: CVTEA Skill and Task: Miscellaneous

6. A client's initial impression of a practice is based on the appearance of the building and grounds. Therefore
   a. regular maintenance, including painting and repair, is very important.
   b. the parking lot should be clean, neat, and well lighted and should offer easy access.
   c. the entrance to the veterinary facility should be in full view and well-marked.
   d. all of the above should be true.

   ANS: D
   A client's initial impression of a practice is based on the appearance of the building and grounds.

   PTS: 1 REF: pp. 44-45 TOP: VTNE Domain: Miscellaneous
   MSC: CVTEA Skill and Task: Miscellaneous

7. During the physical examination on an outpatient in the examination room, how should that animal be restrained?
   a. By the owner
   b. By the veterinarian

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c. By the veterinary technician
d. No restraint is needed; it will just make the animal more fearful

ANS: C
Clients should not be allowed to restrain their own pets because of the risk of being bitten.

PTS: 1 REF: p. 46 TOP: VTNE Domain: Animal Care and Nursing
MSC: CVTEA Skill and Task: Nursing: Patient assessment: Demonstrate and perform patient assessment techniques in a variety of animal species. | Demonstrate effective and appropriate restraint techniques for various animal species

8. Safety Data Sheets
a. apply only to building materials.
b. are recommended by OSHA.
c. are required by OSHA.
d. A and C are correct.

ANS: C
Safety data sheets (SDS) are required by the Occupational Safety and Health Administration (OSHA).

PTS: 1 REF: p. 47 TOP: VTNE Domain: Pharmacy and Pharmacology
MSC: CVTEA Skill and Task: Pharmacy and Pharmacology: Dispensing: Accurately dispense and explain prescribed drugs to clients. | Demonstrate compliance with all federal regulatory guidelines for drug purchase, storage, administration, withdrawal, dispensing, disposal, and inventory control (e.g., biologics and therapeutic agents, pesticides, and hazardous wastes)

9. Isolation wards should be used to
a. house animals that have an infectious disease.
b. should be placed in the middle of the hospital so they can be observed by many people moving in and out.
c. have flooring and furniture that is soft and comfortable.
d. have multiple entrances in case the animal needs fast help.

ANS: A
When animals with infectious and contagious diseases are hospitalized, they are placed in an isolation ward. The isolation area should have one entrance and exit preferably with access to the outside, so that infectious patients do not walk through the common areas of the hospital. Isolation areas are designed to restrict the shedding of infectious microbes to a single region that can be easily sanitized.

PTS: 1 REF: p. 48 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Management: Participate in facility management utilizing traditional and electronic media and appropriate veterinary medical terminology and abbreviations. | Establish and maintain appropriate sanitation and infection control protocols for a veterinary facility, including patient and laboratory area

10. With regard to storing food for human consumption in the hospital setting
a. it is acceptable to store it in the same refrigerator used for animal food
b. it is acceptable to store it in the same refrigerator used for pharmaceuticals
c. it is acceptable to store it the same refrigerator used for biological samples

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d. it is never acceptable to store it in the same refrigerator used for animal food, pharmaceuticals, or biological samples

ANS: D
OSHA regulations dictate that human food and drink must *not* be stored in the same refrigerator used for either pet food, biological samples, or pharmaceuticals.

PTS: 1 REF: p. 49 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Management: Participate in facility management utilizing traditional and electronic media and appropriate veterinary medical terminology and abbreviations. | Establish and maintain appropriate sanitation and infection control protocols for a veterinary facility, including patient and laboratory area

11. The OR, or operating room, should have
a. multiple entrances.
b. an area to prepare (clip and scrub) the patient.
c. signs telling those who enter that they must have on proper clothing.
d. a sink to wash instruments in and an autoclave.

ANS: C
All presurgical preparation of patient, surgeon, and technician should take place outside the OR to keep the OR as clean as possible. These presurgical activities include instrument preparation and sterilization, clipping and scrubbing of the patient, and hand scrubbing, gowning, and gloving of the surgical team.The OR itself should be a “dead-end” room with only one entrance and exit. Dust-carrying bacteria are easily stirred into the air when people walk through the room and will settle into an open surgical incision. No one should enter the OR without proper clothing, shoes, cap, and mask.

PTS: 1 REF: p. 50 TOP: VTNE Domain: Surgical Nursing
MSC: CVTEA Skill and Task: Surgical Nursing: Procedural management: Understand and provide the appropriate instruments, supplies and environment to maintain asepsis during surgical procedures. | Maintain proper operating room conduct and asepsis

12. Most complaints against veterinary practice are a result of
a. patient death.
b. ineffective communication between the practice and the pet owner.
c. over charging.
d. poor medical care.

ANS: B
Most complaints against veterinary practices are the result of ineffective communication between the practice and the pet owner.

PTS: 1 REF: p. 54 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)

13. Which of the following is not a component of good communication with clients?
a. Clarity

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b. Courtesy
c. Brevity
d. Reflective listening

ANS: C
Clear and frequent verbal communication with clients is an important part of effective veterinary health care. Components of good communication are clarity, courtesy, positive nonverbal communication, open-ended inquiry, reflective listening, and empathy.

PTS: 1 REF: p. 54 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)

14. Open-ended questions
a. allow for more information to be gathered.
b. allow for the funnel approach to gathering information.
c. take more time and should not be used.
d. two of the above are correct.

ANS: D
Open-ended questions are particularly important when a history is taken; they encourage the client to elaborate or tell a story with no shaping or focusing of content by the person asking the questions. The goal is to find the meaning of the communication, not just the facts. Simple examples include questions that start with “Tell me…” or “Describe for me…” “What” and “How” questions are also effective. “Why” questions are less effective; they tend to provoke defensiveness. Open-ended questions are part of a funnel approach to gathering information—start with the broad questions and end with more specific ones.

PTS: 1 REF: p. 55 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)

15. Although there is no way to completely prepare for a client outburst, it does help to role-play such situations during staff training. One good strategy to help deal with an angry client is
a. discuss the situation with them in a public area.
b. try to find a solution that will create a “win-win” situation.
c. be sure to justify a clinical action that the client is criticizing.
d. maintain a treatment table or desk between you and the client at all times.

ANS: B
Although there is no way to completely prepare for a client outburst, it does help to role-play such situations during staff training.
These guidelines may help to diffuse the situation:
• An angry client should immediately be “invited” to a private area such as an examination room or an office away from other clients, or to a place without distraction or interruption.
• A friendlier environment is created when people sit down side by side without a desk or an examination table between them.

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• The staff member should immediately start the conversation by thanking the client, in a friendly fashion, for allowing the practice to find out what is wrong.
• Sometimes the client will burst out with everything that is wrong, in great detail. Although this may be unpleasant, it is essential for eventual resolution. If the client does not initiate a discussion, the staff member must speak first: "Could you explain to me what is wrong?"
• Active and reflective types of listening are employed. Being empathic helps staff members understand the client's point of view.
• Try to find points of agreement. Any part of the client's experience during which the pet owner confirms that something went well, or that he or she is satisfied, is beneficial for the process of resolving problems.
• Be careful not to justify a clinical action that the client is criticizing. If the client is correct that a mistake has been made, or that poor service has been delivered, this should be admitted and the situation corrected immediately.
• When it does become appropriate to explain hospital procedures, try to put them in a positive light, for example, clients hate to hear that their pet needs a rabies vaccination because it is your "policy." Talk to clients in terms of what constitutes the best health care for their pet: "Did you know that Texas has the highest incidence of rabies in the nation?"
Try to find a solution, to create a "win-win" situation. It can help to ask the client what he or she would recommend to resolve the conflict.

PTS: 1 REF: pp. 55-56 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Demonstrate an understanding of interpersonal skills and team dynamics

16. An organizational chart ("org" chart)
    a. is a visual representation of how departments and employee positions in a business are aligned.
    b. shows how authority and responsibility flow between departments and individuals.
    c. has all key individuals in the practice included, along with indications of who reports to whom.
    d. all of the above are correct.

    ANS: D
    An organizational chart (also known as "org chart") is a visual representation of how departments and employee positions in a business are aligned. It shows how authority and responsibility flow between departments and individuals. All key individuals in the practice should be included in the org chart, along with indications of who reports to whom.

    PTS: 1 REF: p. 57 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Demonstrate an understanding of interpersonal skills and team dynamics

17. Veterinary medicine, like other health care professions, includes a fair amount of stress. All of the following are true about stress experienced in veterinary medicine except
    a. Everyone exhibits and handles stress differently
    b. Stress can often have physical symptoms
    c. The closely knit staff that constitutes many veterinary health care teams makes them less susceptible to stress

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d. Many technicians feel that they have little time for lunch or other breaks and are challenged to keep up with the pace of a busy practice

ANS: C
Veterinary medicine, like other health care professions, includes a fair amount of stress. Veterinary personnel who work in clinical practices are on their feet for the vast majority of the day. Many technicians feel that they have little time for lunch or other breaks and are challenged to keep up with the pace of a busy practice. Animals can be uncooperative, and owners, who may be stressed themselves (particularly if their pet is ill), can be difficult at times. In addition, the closely knit staff that constitutes many veterinary health care teams can be particularly vulnerable to stress if conflict arises within the team. Finally, pet loss from euthanasia and illness, and particularly unexpected death, can bring sadness and lower morale, which in turn exacerbates an already stressful working environment.

PTS: 1 REF: pp. 59-60 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Laws and Ethics: Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients. | Interact professionally with clients and fellow staff members

18. _____includes all activities necessary to obtain and retain clients and enhance awareness and standing of the hospital in the community.
a. Sales
b. Marketing
c. Advertising
d. Promotion

ANS: B
Marketing includes all activities necessary to obtain and retain clients and enhance awareness and standing of the hospital in the community.

PTS: 1 REF: p. 61 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Utilize appropriate interpersonal and public relations skills.

19. Results from the Bayer Veterinary Care Usage Study indicate that a large number of pet owners
a. do not have a good understanding of the care their pet needs to live a long and healthy life.
b. are not concerned about their pets' health.
c. are unwilling to spend money on their pets' health.
d. would rather get advice about their pets' health from the Internet than the veterinary medical team.

ANS: A
Results from the Bayer Veterinary Care Usage Study indicate that a large number of pet owners do not have a good understanding of the care their pet needs to live a long and healthy life.

PTS: 1 REF: p. 64 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and

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Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)

20. Which category of practice owners listed below represents the largest proportion of practices in the United States?
    a. Owned by a corporation
    b. Owned by a technician
    c. Owned by a veterinarian working in the clinic
    d. Owned by citizens outside of the clinic

    ANS: C
    Most clinics are owned by veterinarians who also work in the practice.

    PTS: 1 REF: p. 38 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Miscellaneous

21. Which role listed below serves as the head of the hiring and training of office and reception staff in a traditional clinic, but is not usually tasked with financial duties such as establishing budgets or performing intricate financial analyses?
    a. Hospital administrator
    b. Practice manager
    c. Office manager
    d. Owner

    ANS: C
    The office manager performs many of the same tasks as the other positions listed, although their responsibilities are largely confined to the office and reception areas of the clinic. They also do not usually participate in some of the more in-depth financial activities (budget planning, financial review, payroll adjustments, etc.) that are completed by the practice manager or hospital administrator (who may also be a clinic owner).

    PTS: 1 REF: p. 40 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Miscellaneous

22. What is the benefit of allowing technicians to perform a wide-range of practice-act allowed duties in a clinic?
    a. Reduces the need for a clinic to employ an expensive veterinarian
    b. Increases the efficiency of the clinic
    c. Decreases the cost of service by using technicians without proper training
    d. Allows for increased caseload due to technicians performing minor surgeries

    ANS: B
    Veterinary technicians are well-trained in performing a wide range of duties, with the only real limitations being diagnosing disease, prescribing medications, and performing surgery. Most other tasks can be performed by properly trained veterinary technicians as long as they are working in collaboration with a licensed veterinarian or veterinary practice.

    PTS: 1 REF: p. 41 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Laws and Ethics: Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients. | Understand and observe legal

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boundaries of veterinary health care team members

23. Which of the four professional activity areas within a veterinary hospital includes the doctor and technician offices as well as the reference library and employee lounge?
    a. Inpatient
    b. Outpatient
    c. Surgical
    d. Support

    ANS: D
    The hospital support area includes the spaces used to house the veterinary staff as well as equipment and supplies. Maximizing employee comfort while minimizing space needed for storage is a key concept in operating a functional clinic.

    PTS: 1 REF: p. 50 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Miscellaneous

24. Which of the four professional activity areas in a veterinary hospital includes the rooms that are used for annual check-ups and vaccinations and houses the laboratory equipment?
    a. Inpatient
    b. Outpatient
    c. Surgical
    d. Support

    ANS: B
    Outpatient activities include those that are performed on an animal during a normal examination, without requiring overnight hospitalization. Annual check-ups, vaccination appointments, minor procedures, and diagnostic sample collection are all considered outpatient activities.

    PTS: 1 REF: p. 45 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Miscellaneous

25. Which of the four professional activity areas include both short and overnight stays due to surgical procedures, long-term care to address a chronic disease, and x-ray and ultrasound wards?
    a. Inpatient
    b. Outpatient
    c. Surgical
    d. Support

    ANS: A
    An animal is classified as an inpatient when it requires hospitalization, being very short term (several hours) or extending for long periods of time (weeks or months). Inpatient capabilities include monitoring technologies that allow for repeated rechecks and adjustment of therapies. The inpatient area shares diagnostic equipment with outpatient services.

    PTS: 1 REF: p. 47 TOP: VTNE Domain: Miscellaneous
    MSC: CVTEA Skill and Task: Miscellaneous

26. All of the following statements about SOAP notes are false except
    a. Because writing SOAP notes is time-consuming, this approach to patient care is

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not always taken in general practice.
b. Only the veterinarian can write SOAP notes.
c. The "P" in SOAP stands for "Processes."
d. Only the veterinary technician can write SOAP notes.

ANS: A
SOAP is an acronym for "Subjective, Objective, Assessment," and "Plan." SOAP notes are written by the veterinarian to assist in the diagnostic process; the veterinary technician writes SOAP notes to support the nursing process and to ensure that all technician evaluations are addressed. Although this approach to patient care represents best practices, it is time-consuming and, therefore, is not always implemented in the hospital setting.

PTS: 1 REF: p. 48 TOP: VTNE Domain: Animal Care and Nursing
MSC: CVTEA Skill and Task: Nursing: Patient assessment: Skill: Demonstrate and perform patient assessment techniques in a variety of animal species. | Obtain a thorough patient history

27. What should be present in an operating room?
a. A lot of cabinets
b. Maximum counter space
c. Ceiling or wall mounted oxygen outlets
d. Instrument washing equipment

ANS: C
Storage cabinets in the operating room should be kept to a minimum and should contain only those items that are used in surgery; items used elsewhere in the hospital should not be stored in the OR. Likewise, equipment used during preoperative activities, such as instrument washing, should be located outside of the OR. Structures that promote dust build-up, such as countertops, should be minimized. Similarly, oxygen outlets, surgery lights, and patient monitors should be mounted flush with the ceiling or walls when possible, making them less likely to accumulate dust and easier to clean.

PTS: 1 REF: p. 50 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Miscellaneous

28. Which is considered the most expensive space in a veterinary clinic?
a. Surgical preparation room, operating room, and recovery room
b. Storage
c. Treatment area
d. Reception

ANS: B
Storage is often considered the most expensive space in a veterinary clinic because it is required, but produces no income on its own. All other spaces are maximized to provide an economic pay back based on use of the area; storage produces no such benefit.

PTS: 1 REF: p. 50 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Miscellaneous

29. Which of the following is not considered good practice when discussing the case with the client?
a. Limiting the amount of information given
b. Using scientific terminology to prove your understanding of the patient's condition

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c. Following up with a phone call shortly after the client's visit
d. Sending home written directions with the client

ANS: B
Clients' are easily confused when presented with formal scientific terminology that is somewhat common verbiage between veterinary professionals. Talking with simple terminology that anyone would understand will increase client compliance and provide a clear understanding of their pet's condition.

PTS: 1 REF: p. 54 TOP: VTNE Domain: Miscellaneous
MSC: CVTEA Skill and Task: Office And Hospital Procedures, Client Relations, and Communication: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic. | Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)

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