Complete Textbook of Phlebotomy 6th edition Hoeltke Test Bank

SKU: 9780357932797-TEST-BANK

Name:_____ Class:_____ Date:_____

Chapter 1 - Introduction to Phlebotomy

1. Which of the listed roles and responsibilities best represent your duties as a phlebotomist?
   a. interpret medical tests and diagnose medical conditions in blood and urine
   b. administer medications and treatments during outpatient procedures
   c. research insurance claims and coordinate billing for external lab tests
   d. professionally communicate with patients and providers about sample collection

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.04 - Describe what it means to be a professional as a phlebotomist.
DATE CREATED: 12/8/2023 9:08 AM
DATE MODIFIED: 12/8/2023 9:09 AM

2. Traditionally as a phlebotomist, which of the following is your primary duty?
   a. schedule patient appointments
   b. sample processing
   c. performing venipunctures
   d. stocking lab supplies

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.03 - Outline the phlebotomist's responsibilities as a member of the health care team.
DATE CREATED: 12/8/2023 9:10 AM
DATE MODIFIED: 12/8/2023 9:11 AM

3. Which laboratory position requires the most education?
   a. pathologist
   b. MLS, medical laboratory scientist
   c. MLT, medical laboratory technician
   d. CLA, clinical laboratory assistant

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.02 - Describe the duties of laboratory staff members and their education path.
DATE CREATED: 12/8/2023 9:12 AM
DATE MODIFIED: 12/8/2023 9:12 AM

4. For a phlebotomist to draw a blood sample from a patient, the patient must:
   a. have preapproval from their insurance company.

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b. be fasting 8–12 hours for best results.
c. be evaluated for bloodborne pathogens.
d. receive privacy and give informed consent.

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.09 - List five patient rights and explain how these patient rights would affect a phlebotomist's job.
DATE CREATED: 12/8/2023 9:13 AM
DATE MODIFIED: 12/8/2023 9:14 AM

5. The most common source of laboratory error is:
a. sample collection/processing.
b. chemical dilution/contamination.
c. patient identification/labeling.
d. mechanical malfunction.

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.09 - List five patient rights and explain how these patient rights would affect a phlebotomist's job.
DATE CREATED: 12/8/2023 9:14 AM
DATE MODIFIED: 12/8/2023 9:15 AM

6. You have just returned from the ER with a blood sample. The order for the sample is for a "STAT" cross-match. Which department do you take the sample too?
a. immunology
b. cytology
c. immunohematology
d. microbiology

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.07 - Identify each section of the laboratory and give examples of tests that would be performed in that section.
DATE CREATED: 12/8/2023 9:16 AM
DATE MODIFIED: 12/8/2023 9:16 AM

7. _____ refers to the study of the nature and cause of disease.
a. immunology

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b. epidemiology
c. cytology
d. pathology

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.05 - Identify departments in the laboratory and explain their function.
DATE CREATED: 12/8/2023 9:17 AM
DATE MODIFIED: 12/8/2023 9:17 AM

8. The most common error in the laboratory is administrative or clerical in nature. This is best represented by which of the following?
a. cleaning with expired alcohol wipes
b. incorrect date of birth on the labels
c. reusing needles to save costs
d. incorrect order of draw

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.04 - Describe what it means to be a professional as a phlebotomist.
DATE CREATED: 12/8/2023 9:18 AM
DATE MODIFIED: 12/8/2023 9:18 AM

9. While on shift, you receive a call from a provider asking about a urine culture. To which lab section do you transfer the call?
a. blood bank
b. urinalysis
c. immunology
d. microbiology

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.07 - Identify each section of the laboratory and give examples of tests that would be performed in that section.
DATE CREATED: 12/8/2023 9:19 AM
DATE MODIFIED: 12/8/2023 9:19 AM

10. A nurse brings in a labeled sample for a Pap test. Which department do you direct them to?
a. immunology
b. cytology

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c. urinalysis
d. microbiology

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.07 - Identify each section of the laboratory and give examples of tests that would be performed in that section.
DATE CREATED: 12/8/2023 9:20 AM
DATE MODIFIED: 12/8/2023 9:20 AM

11. The hematology departments look at which of the following?
a. cellular components of blood
b. chemical components of blood
c. blood cells in urine
d. gross hemolysis in samples

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.05 - Identify departments in the laboratory and explain their function.
DATE CREATED: 12/8/2023 9:21 AM
DATE MODIFIED: 12/8/2023 9:21 AM

12. As a phlebotomist, which hospital department are you most often going to work closely with?
a. pharmacy
b. electroencephalography
c. imaging
d. nursing

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.06 - Identify departments within the hospital and explain their function.
DATE CREATED: 12/8/2023 9:22 AM
DATE MODIFIED: 12/8/2023 9:23 AM

13. Which term refers to a phlebotomist who, as part of the laboratory team, gets dispatched to hospital units to collect blood samples?
a. centralized phlebotomy
b. decentralized phlebotomy
c. swing shift
d. point of care testing

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ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.06 - Identify departments within the hospital and explain their function.
DATE CREATED: 12/8/2023 9:24 AM
DATE MODIFIED: 12/8/2023 9:24 AM

14. The phlebotomist is mainly involved in which phase of sample testing?
    a. examination
    b. prognosis
    c. preexamination
    d. postexamination

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.02 - Describe the duties of laboratory staff members and their education path.
DATE CREATED: 12/8/2023 9:25 AM
DATE MODIFIED: 12/8/2023 9:25 AM

15. Phlebotomists interact with many different people. For this reason, phlebotomists must have:
    a. scrubs of matching colors.
    b. appropriate attitude and demeanor.
    c. various needle sizes.
    d. masks and gloves available at all times.

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.08 - Describe the importance of communication and maintaining quality care within the laboratory and with other departments of the hospital.
DATE CREATED: 12/8/2023 9:26 AM
DATE MODIFIED: 12/8/2023 9:26 AM

16. The testing that is done at the patient's bedside is known as:
    a. point of care testing
    b. proximity testing
    c. capillary collection
    d. outpatient testing

ANSWER: a
POINTS: 1

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.05 - Identify departments in the laboratory and explain their function.
DATE CREATED: 12/8/2023 9:28 AM
DATE MODIFIED: 12/8/2023 9:28 AM

17. The examination phase includes which of the following?
    a. allocating sample
    b. test result summaries
    c. venipuncture
    d. sample testing

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.03 - Outline the phlebotomist's responsibilities as a member of the health care team.
DATE CREATED: 12/8/2023 9:29 AM
DATE MODIFIED: 12/8/2023 9:30 AM

18. Which organization inspects the laboratory and requires it to meet additional standards of performance by sending proficiency test samples to the laboratory throughout the year?
    a. Clinical Laboratory Standards Institute (CLSI)
    b. College of American Pathologists (CAP)
    c. Occupational Safety and Health Administration (OSHA)
    d. National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.11 - Describe the standards and agencies that govern laboratory practice.
DATE CREATED: 12/8/2023 9:30 AM
DATE MODIFIED: 12/8/2023 9:31 AM

19. Which is a quality assurance plan that not only aims to meet minimum standards but also seeks to constantly improve performance?
    a. quality control (QC)
    b. proficiency testing (PT)
    c. continuous quality improvement (CQI)
    d. basic quality assurance (BQA)

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.08 - Describe the importance of communication and maintaining quality care within the laboratory and with other departments of the hospital.
DATE CREATED: 12/8/2023 10:52 AM
DATE MODIFIED: 12/8/2023 10:53 AM

20. In some health care centers, phlebotomists are being trained to collect blood from vascular access devices (VADs). What is this position called?

a. vascular phlebotomist
b. patient care technician
c. hybrid phlebotomist
d. VAD specialist

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: TCTP.HOEL.25.01.05 - Identify departments in the laboratory and explain their function.
DATE CREATED: 12/8/2023 10:53 AM
DATE MODIFIED: 12/8/2023 11:01 AM

21. Your patient wants you to show them their test results before the doctor signs off on them. What do you do?

ANSWER: Apologize and inform the patient they will need to talk to the provider or wait to receive their results. Patients are entitled to receive copies of test results; however, results cannot be given to the patient unless the physician has signed and released them or included the comment "release results to the patient." In some states, the patient may sign a release and receive a copy of the results.
POINTS: 1
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCTP.HOEL.25.01.09 - List five patient rights and explain how these patient rights would affect a phlebotomist's job.
DATE CREATED: 12/8/2023 11:01 AM
DATE MODIFIED: 12/8/2023 11:02 AM

22. You are ready to collect blood from a terminally ill patient who says, "I don't want my blood drawn. I'm just going to die anyway." How would you handle this situation?

ANSWER: Extreme empathy and compassion must be demonstrated to the patient in this situation. The phlebotomist should remember patient rights while talking with the patient. Patients have the right to refuse care; however, some patients are not in a state of mind to decide certain things, such as consenting to blood collection. The phlebotomist should express the need for the tests and then compassionately request the patient's consent. Usually, the patient will then allow the phlebotomist to collect the sample. If the patient continues to refuse, the phlebotomist should consult with the patient's provider or nurse.
POINTS: 1

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QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCTP.HOEL.25.01.09 - List five patient rights and explain how these patient rights would affect a phlebotomist's job.
DATE CREATED: 12/8/2023 11:02 AM
DATE MODIFIED: 12/8/2023 11:03 AM

23. What are the advantages and disadvantages of managed care organizations such as health maintenance organizations (HMOs) and preferred provider organizations (PPOs)?
ANSWER: One advantage of managed care organizations is that the cost of insurance for the policyholder can be reduced. Limiting the number of physicians, a patient can go to and limiting the hospitals that the patient can be admitted to account for this reduction. The managed care organization negotiates better pricing with select health care facilities and physicians. This better pricing is used to control premium prices. The disadvantage is that the limitations restrict the patient's choices. If the patient goes outside of the selected health care facilities or uses physicians other than the ones the managed care organization has contracts with, the patient will pay higher deductibles for care.
POINTS: 1
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCTP.HOEL.25.01.06 - Identify departments within the hospital and explain their function.
DATE CREATED: 12/8/2023 11:03 AM
DATE MODIFIED: 12/8/2023 11:04 AM

24. What is the purpose of an advance directive, and how does it impact health care decision making?
ANSWER: An advance directive provides the health care provider with predetermined instructions for a patient's medical care in the event of incapacitation. These directives can empower a chosen proxy to make decisions on behalf of the patient and specify the specific types and levels of health care interventions received.
POINTS: 1
QUESTION TYPE: Subjective Short Answer
HAS VARIABLES: False
STUDENT ENTRY MODE: Basic
LEARNING OBJECTIVES: TCTP.HOEL.25.01.10 - Explain advance directives and how they can direct a patient's care.
DATE CREATED: 12/11/2023 9:01 AM
DATE MODIFIED: 12/11/2023 9:03 AM

25. Describe an example of how communication can contribute to the quality of care between the laboratory and other departments in the hospital.
ANSWER: Effective communication is fundamental to quality care between the laboratory and other hospital departments. Communication can ensure precise test ordering and reduces unnecessary testing and recollecting additional samples. Communication plays a pivotal role in error prevention, minimizing mislabeling, sample mix-ups, and transcription errors, thus upholding patient safety and care quality. A good attitude and demeanor will facilitate good

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	communication and deliver patient-centered, high-quality care in phlebotomy.
POINTS:	1
QUESTION TYPE:	Subjective Short Answer
HAS VARIABLES:	False
STUDENT ENTRY MODE:	Basic
LEARNING OBJECTIVES:	TCTP.HOEL.25.01.08 - Describe the importance of communication and maintaining quality care within the laboratory and with other departments of the hospital.
DATE CREATED:	12/8/2023 11:06 AM
DATE MODIFIED:	12/8/2023 11:06 AM

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Name:_____ Class:_____ Date:_____

Chapter 1 - Introduction to Phlebotomy

1. Which of the listed roles and responsibilities best represent your duties as a phlebotomist?
   a. interpret medical tests and diagnose medical conditions in blood and urine
   b. administer medications and treatments during outpatient procedures
   c. research insurance claims and coordinate billing for external lab tests
   d. professionally communicate with patients and providers about sample collection

ANSWER: d

2. Traditionally as a phlebotomist, which of the following is your primary duty?
   a. schedule patient appointments
   b. sample processing
   c. performing venipunctures
   d. stocking lab supplies

ANSWER: c

3. Which laboratory position requires the most education?
   a. pathologist
   b. MLS, medical laboratory scientist
   c. MLT, medical laboratory technician
   d. CLA, clinical laboratory assistant

ANSWER: a

4. For a phlebotomist to draw a blood sample from a patient, the patient must:
   a. have preapproval from their insurance company.
   b. be fasting 8–12 hours for best results.
   c. be evaluated for bloodborne pathogens.
   d. receive privacy and give informed consent.

ANSWER: d

5. The most common source of laboratory error is:
   a. sample collection/processing.
   b. chemical dilution/contamination.
   c. patient identification/labeling.
   d. mechanical malfunction.

ANSWER: c

6. You have just returned from the ER with a blood sample. The order for the sample is for a “STAT” cross-match. Which department do you take the sample to?
   a. immunology
   b. cytology
   c. immunohematology
   d. microbiology

ANSWER: c

7. _____ refers to the study of the nature and cause of disease.

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a. Immunology
b. Epidemiology
c. Cytology
d. Pathology

ANSWER: d

8. The most common error in the laboratory is administrative or clerical in nature. This is best represented by which of the following?

a. cleaning with expired alcohol wipes
b. incorrect date of birth on the labels
c. reusing needles to save costs
d. incorrect order of draw

ANSWER: b

9. While on shift, you receive a call from a provider asking about a urine culture. To which lab section do you transfer the call?

a. blood bank
b. urinalysis
c. immunology
d. microbiology

ANSWER: d

10. A nurse brings in a labeled sample for a Pap test. Which department do you direct them to?

a. immunology
b. cytology
c. urinalysis
d. microbiology

ANSWER: b

11. The hematology departments look at which of the following?

a. cellular components of blood
b. chemical components of blood
c. blood cells in urine
d. gross hemolysis in samples

ANSWER: a

12. As a phlebotomist, which hospital department are you most often going to work closely with?

a. pharmacy
b. electroencephalography
c. imaging
d. nursing

ANSWER: d

13. Which term refers to a phlebotomist who, as part of the laboratory team, gets dispatched to hospital units to collect

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blood samples?

a. centralized phlebotomy
b. decentralized phlebotomy
c. swing shift
d. point of care testing

ANSWER: a

14. The phlebotomist is mainly involved in which phase of sample testing?

a. examination
b. prognosis
c. preexamination
d. postexamination

ANSWER: c

15. Phlebotomists interact with many different people. For this reason, phlebotomists must have:

a. scrubs of matching colors.
b. appropriate attitude and demeanor.
c. various needle sizes.
d. masks and gloves available at all times.

ANSWER: b

16. The testing that is done at the patient's bedside is known as:

a. point of care testing.
b. proximity testing.
c. capillary collection.
d. outpatient testing.

ANSWER: a

17. The examination phase includes which of the following?

a. allocating sample
b. test result summaries
c. venipuncture
d. sample testing

ANSWER: d

18. Which organization inspects the laboratory and requires it to meet additional standards of performance by sending proficiency test samples to the laboratory throughout the year?

a. Clinical Laboratory Standards Institute (CLSI)
b. College of American Pathologists (CAP)
c. Occupational Safety and Health Administration (OSHA)
d. National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)

ANSWER: b

19. Which is a quality assurance plan that not only aims to meet minimum standards but also seeks to constantly improve

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performance?

a. quality control (QC)
b. proficiency testing (PT)
c. continuous quality improvement (CQI)
d. basic quality assurance (BQA)

ANSWER: c

20. In some health care centers, phlebotomists are being trained to collect blood from vascular access devices (VADs). What is this position called?

a. vascular phlebotomist
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c. hybrid phlebotomist
d. VAD specialist

ANSWER: b

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25. Describe an example of how communication can contribute to the quality of care between the laboratory and other departments in the hospital.

ANSWER: Effective communication is fundamental to quality care between the laboratory and other hospital

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departments. Communication can ensure precise test ordering and reduces unnecessary testing and recollecting additional samples. Communication plays a pivotal role in error prevention, minimizing mislabeling, sample mix-ups, and transcription errors, thus upholding patient safety and care quality. A good attitude and demeanor will facilitate good communication and deliver patient-centered, high-quality care in phlebotomy.

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