Phlebotomy 6th edition Booth Test Bank

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CH-01: Exam Readiness Exercises

CORRECT ANSWERS ARE LOCATED IN THE 2ND HALF OF THIS DOC.

CHECK ALL THE APPLY. Choose all options that best completes the statement or answers the question.

1) The phlebomist is performing a venipuncture. Just as she enters the vein her cell phone rings. What problem(s) may arise from this situation? (Choose all that apply)
   A) The phlebotomist may be distracted causing an unsuccessful draw.
   B) The patient may be annoyed and decide to seek care elsewhere.
   C) The patient could be startled and move, causing the needle to slip and potentially cause injury.
   D) The phlebotomist may miss an an important call.

MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.

2) A phlebotomist is listening to music through his Bluetooth device while performing his duties. Is this appropriate behavior? Why or why not?
   A) Yes, as long as the patient cannot see the device, it is ok.
   B) No, the phlebomist may not be able to hear a patient speaking to him.
   C) No, the Bluetooth device may interfere with a patient's pacemaker.
   D) Yes, it is important that the phlebotomist be relaxed.

3) Additional duties of a phlebotomist may include the following EXCEPT:
   A) providing patients with specimen collection instructions.
   B) properly packaging specimens.
   C) logging specimens into the computer system.
   D) offering patients medical advice regarding a diagnosis.

4) The laboratory professional that possesses a bachelor's degree and performs high complexity testing is the:
   A) Medical transcriptionist
   B) Medical laboratory assistant
   C) Medical laboratory technician
   D) Medical laboratory scientist

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5) A laboratory that only performs waived testing is regulated by which agency?
   A) The Joint Commission (TJC)
   B) College of American Pathologists (CAP)
   C) Clinical Laboratory Improvement Amendment (CLIA)
   D) Commission on Office Laboratory Accreditation (COLA)

6) A phlebotomist becomes aware of an unsafe work practice and brings it to the attention of the supervisor. No corrective action is taken by the supervisor. The phlebotomist can contact which regulatory agency without fear of retaliation?
   A) Centers for Disease Control (CDC)
   B) Occupational Safety and Health Administration (OSHA)
   C) Environmental Protection Agency (EPA)
   D) Food and Drug Administration (FDA)

7) A phlebotomist tells a patient she needs to perform a venipuncture instead of stating that she needs to draw some blood. Which element of the communication loop could be improved in this instance?
   A) The sender
   B) The message
   C) The receiver
   D) Feedback

8) Some of the diagnostic tests that can be run on blood samples include:
   A) Blood cell counts
   B) Glucose levels
   C) Drug levels
   D) All of these

9) The use of leeches for blood removal dates back to:
   A) 500 B.C.
   B) 1400 B.C.
   C) 1500 A.D.
   D) 1900 A.D.

10) In addition to leeches, bloodletting used a process called:
   A) Venesection
   B) Endovenous ablation
   C) Microsurgery
   D) Vasodialation

11) Prior to the late 1980s and early 1990s, which of the following professionals was NOT responsible for specimen collection?
   A) Medical technologists
   B) Medical laboratory scientists
   C) Medical laboratory technicians
   D) Phlebotomists

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12) The usual minimum education level for entry into phlebotomy training programs is:
   A) No minimum
   B) A high school diploma or its equivalent
   C) An associate degree
   D) A bachelor's degree

13) The agency that has established standards to which approved phlebotomy programs must adhere is:
   A) NCCLS
   B) CLSI
   C) NAACLS
   D) CDC

14) Other members of the healthcare team that may be responsible for performing phlebotomy include all of the following EXCEPT:
   A) Nurses
   B) Medical assistants
   C) Patient care technicians
   D) Physical therapists

15) Additional duties of the phlebotomist include all of the following EXCEPT:
   A) Performing quality control testing
   B) Maintaining patient safety
   C) Administering injections
   D) Performing clerical duties

16) The most important component in healthcare delivery is:
   A) Patient safety
   B) Patient satisfaction
   C) Patient length of stay
   D) Patient hands-on care

17) The accuracy of test results are directly related to:
   A) The volume of the specimen collected
   B) The container used for the collection
   C) The quality of the specimen collected
   D) The type of specimen collected

18) Outpatient settings include all of the following EXCEPT:
   A) Hospitals
   B) Physician offices
   C) Ambulatory care centers
   D) Reference laboratories

19) Phlebotomists work with several members of the healthcare team. Which department is responsible for the management of pain before, during, and after surgery?
   A) Emergency department
   B) Anesthesiology department
   C) Diagnostic imaging department
   D) Nuclear medicine department

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20) Computed tomography (CT) scans, positron emission tomography (PET), and magnetic resonance imaging (MRI) procedures are performed in this department:
    A) Nuclear medicine
    B) Neonatology
    C) Endocrinology
    D) Diagnostic imaging (radiology)

21) The study and diagnosis of disease is known as:
    A) Oncology
    B) Pathology
    C) Medical laboratory science
    D) Cardiology

22) Identify the category of testing that presents low risk to the patient and may be performed by the phlebotomist on a small amount of blood or urine.
    A) Waived
    B) Minimum complexity
    C) Moderate complexity
    D) High complexity

23) The title of the individual responsible for the overall operation of the clinical portion of the laboratory is:
    A) The pathologist
    B) The laboratory director
    C) The section supervisor
    D) The lead technologist

24) In which laboratory department is the testing for enzymes, glucose, lipids, and therapeutic drugs performed?
    A) Microbiology
    B) Blood bank (immunohematology)
    C) Hematology
    D) Clinical chemistry

25) In which specialized laboratory section is DNA-based testing performed?
    A) Microbiology
    B) Molecular diagnostics
    C) Immunology/serology
    D) Toxicology

26) Regulatory agencies visit and inspect laboratories to evaluate:
    A) Patient satisfaction
    B) Patient length of stay
    C) Quality control and assurance
    D) Fair labor relations

27) The Clinical Laboratory Improvement Amendment (CLIA '88) is a _____ law.
    A) local
    B) state
    C) regional
    D) federal

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28) CLIA '88 classifications of the laboratory are based on:
- A) Complexity of the testing performed
- B) Size of the clinical facility
- C) Location of the clinical facility
- D) Academic education of the laboratory personnel

29) To help ensure a high standard of patient care, hospitals are accredited by which of the following agencies?
- A) The Joint Commission (TJC)
- B) College of American Pathologists (CAP)
- C) Commission on Office Laboratory Accreditation (COLA)
- D) Department of Health and Human Services (DHHS)

30) To help ensure a high standard of patient care, hospital laboratories are accredited by which of the following agencies?
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- B) College of American Pathologists (CAP)
- C) Commission on Office Laboratory Accreditation (COLA)
- D) Department of Health and Human Services (DHHS)

31) Which accrediting agency oversees physician office laboratories?
- A) TJC
- B) CAP
- C) DHHS
- D) COLA

32) Physician offices must keep records for:
- A) Quality control
- B) Temperature readings
- C) Equipment maintenance logs
- D) All of these

33) Which of the following agencies publishes national and international standards for clinical laboratory testing procedures?
- A) TJC
- B) CAP
- C) COLA
- D) CLSI

34) Clinical laboratories use the CLSI standards to:
- A) Determine the test menu
- B) Identify employee qualifications
- C) Develop procedures and policies
- D) Identify reference ranges

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35) Which of the following agencies is responsible for implementing public health regulations and reporting requirements?
   A) CDC
   B) OSHA
   C) CLSI
   D) CAP

36) Which of the following agencies ensures that healthcare providers follow the Medical Waste Tracking Act?
   A) CDC
   B) OSHA
   C) CLSI
   D) EPA

37) Which regulation defines medical waste and establishes acceptable practices for treatment and disposal of this waste?
   A) CLIA '88
   B) MWTA
   C) CLSI
   D) CAP

38) Which regulatory agency oversees handling and disposal of radioactive materials?
   A) CAP
   B) TJC
   C) EPA
   D) NRC

39) Which clinical laboratory department undergoes additional regulation by the Food and Drug Administration (FDA)?
   A) Clinical Chemistry
   B) Blood bank
   C) Hematology
   D) Microbiology

40) Which regulatory agency develops standards and educational programs that focus on blood donor and recipient safety?
   A) CAP
   B) TJC
   C) FDA
   D) AABB

41) Which regulatory agency inspects and accredits laboratories that perform histocompatibility testing?
   A) AABB
   B) ASHI
   C) CLSI
   D) CAP

42) Desirable qualities of a phlebotomist include:
   A) Good public image
   B) Excellent communication skills
   C) Excellent customer service skills
   D) All of these

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43) _____ includes a sincere interest in providing quality healthcare, a standard of excellence, advanced training, and pride in your work.
   A) Professionalism
   B) Teamwork
   C) Leadership
   D) First impression

44) Which regulatory agency may require specific dress code requirements, i.e. lab coats and specified shoes, to ensure the safety of the phlebotomist?
   A) OSHA
   B) CLSI
   C) FDA
   D) CAP

45) In the setting where the phlebotomist is entering a patient's room, the phlebotomist's role in the communication loop would be:
   A) The sender
   B) The recorder
   C) The receiver
   D) The reporter

46) Various forms of acceptable communication include the following EXCEPT:
   A) Verbal
   B) Nonverbal
   C) Nonmedical terms
   D) Slang or street terms

47) Which of the following is desirable for providing quality customer service?
   A) Excessive talking
   B) Speaking in a calm and clear voice
   C) Using medical terms
   D) Talking to other healthcare professionals in front of the patient

48) If a patient who requires blood drawn is comatose, what should you do?
   A) Assume the patient cannot hear.
   B) Shake the patient and begin the blood draw.
   C) Speak louder.
   D) Provide a greeting and an explanation.

49) Examples of negative nonverbal communication include the following EXCEPT:
   A) Drooping shoulders
   B) Good eye contact
   C) Dingy, wrinkled lab coat
   D) Approaching the patient's space before greeting the patient

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50) What is the first thing a phlebotomist should do when approaching a patient?
- A) Ask the patient to state his or her full first and last name
- B) Describe the procedure to the patient
- C) Introduce him- or herself
- D) Ask the patient for his or her date of birth

51) Which of the following is LEAST likely to contribute to good customer service?
- A) Listening to patient concerns
- B) Addressing any situation promptly
- C) Finding a resolution to any problem
- D) Checking the site of the venipuncture before providing a greeting

52) _____ are used to remove blood that has collected at newly transplanted tissue sites, in order to decrease the swelling following microsurgery.
- A) Mosquitoes
- B) Leeches
- C) Flies
- D) None of these

53) An FDA inspector arrives at the clinical laboratory. To which department would you take the inspector?
- A) Microbiology
- B) Clinical Chemistry
- C) Blood Bank
- D) Hematology

54) Additional employment opportunities for phlebotomists include:
- A) Home healthcare agencies
- B) Health maintenance organizations (HMO)
- C) American Red Cross
- D) All of these

55) In which department are everyday activities used as part of the therapy?
- A) Physical therapy
- B) Occupational therapy
- C) Oncology
- D) Orthopedics

56) The _____ is responsible for categorizing newly developed laboratory tests.
- A) NCCLS
- B) CDC
- C) COLA
- D) CAP

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57) This method of bloodletting created a vacuum effect by pulling blood to the capillaries under a heated glass.
- A) Cupping
- B) Venesection
- C) Leaching
- D) Venipuncture

58) In early history, _____ was thought to rid the body of impurities and evil spirits.
- A) leeches
- B) bloodletting
- C) barbers
- D) Hippocrates

59) In earlier times, the same lancet was often used on several patients without any cleansing, because _____ practices were unknown.
- A) venipuncture
- B) physician
- C) aseptic
- D) bloodletting

60) In the communication loop, which element begins the communication process?
- A) Feedback
- B) The message
- C) The sender
- D) The receiver

61) The Food and Drug Administration (FDA) approves all of the following EXCEPT:
- A) Medical equipment
- B) Pharmaceuticals
- C) Reagents
- D) Computer monitors

62) At times a phlebotomist is the only contact a patient may have in a laboratory setting. Therefore, it is essential for a phlebotomist to present a _____.
- A) prescription for medications
- B) meal to the patient
- C) licensure of qualifications
- D) positive public image

63) Obtaining the highest quality specimen possible is primarily the responsibility of the:
- A) Medical laboratory technician
- B) Phlebotomist
- C) Medical laboratory scientist
- D) Pathologist

64) Every person has a personal space that needs to be respected. When approaching a patient for a phlebotomy procedure, what should a phlebotomist consider regarding a patient's personal space?
- A) Culture
- B) Patient's hygiene
- C) Phlebotomist's hygiene
- D) Patient's family

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65) If any medical facility fails to adhere to the regulations set forth by _____, that site may lose Medicare and Medicaid reimbursements.
   A) CLIA ‘88
   B) The Joint Commission
   C) Centers for Medicare & Medicaid Services
   D) OSHA

66) A statement such as, "You won't even feel it," may give a patient a sense of
   A) poor lab skills.
   B) comfort.
   C) an inexperienced phlebotomist.
   D) false reassurance.

67) When a patient enters the lab drawing area, the phlebotomist states, "Have a seat over there, sweetie; I will be right with you." This statement uses _____ terminology.
   A) appropriate
   B) acceptable
   C) inappropriate
   D) proper

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CH-01: Exam Readiness Exercises

Answer Key

Test name: CH-01: Exam Readiness Exercises

1) [A, B, C]
2) B
3) D
4) D
5) C
6) B
7) B
8) D
9) B
10) A
11) D
12) B
13) C
14) D
15) C
16) A
17) C
18) A
19) B
20) D
21) B
22) A
23) B
24) D
25) B
26) C
27) D
28) A
29) A
30) B
31) D
32) D
33) D
34) C
35) A
36) D
37) B
38) D
39) B
40) D
41) B
42) D
43) A
44) A
45) A
46) D
47) B
48) D
49) B
50) C
51) D
52) B
53) C
54) D
55) B
56) B
57) A
58) B
59) C
60) C
61) D
62) D
63) B
64) A
65) A
66) D
67) C

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