Hartman's Complete Guide for the Phlebotomy Technician 1st edition Hartman Publishing Test Bank

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Name: _____

Chapter 1: Healthcare Settings and the Role of the Phlebotomy Technician

Multiple Choice. Choose the correct answer.

1. Compared to the job growth predicted for most other positions, job growth for phlebotomy technicians is
   (A) Much higher (many more jobs)
   (B) A little bit higher (slightly more jobs)
   (C) Lower (fewer jobs)
   (D) About the same

2. What do increases in the number of elderly people in the population mean for healthcare workers?
   (A) There are fewer jobs as these patients require less care than younger patients.
   (B) Work is easier as care for elderly patients is less complicated.
   (C) There are more jobs as these patients are in particular need of care.
   (D) There may be less time to care for younger patients.

3. What usually happens after a patient is seen in an emergency department (ED)?
   (A) The patient stays in the ED until her issue is resolved.
   (B) The patient is transferred to the care of her primary care physician.
   (C) The patient is sent home with instructions to return for follow-up.
   (D) The patient is either treated and discharged or admitted to the hospital for treatment.

4. Where do patients receive *inpatient care*?
   (A) At a doctor's office
   (B) At a public health clinic
   (C) At an urgent care center
   (D) At a hospital

5. What do clinical laboratories all have in common?
   (A) They analyze specimens mailed to them from other facilities.
   (B) They employ a large number of phlebotomists and medical technicians.
   (C) The collect and analyze specimens from patients.
   (D) They can perform tests at all levels of complexity.

6. Which of the following is a list of some common departments within a clinical laboratory?
   (A) Chemistry, hematology, microbiology, immunology
   (B) Maternity, oncology, cardiology, neurology
   (C) Inpatient, outpatient, acute, ambulatory
   (D) Directors, managers, consultants, technicians

7. What is the name for a legally required process that must be completed to practice a medical profession in a state?
   (A) Graduation
   (B) Application
   (C) Examination
   (D) Licensure

8. The primary role of a phlebotomy technician is to
   (A) Greet patients when they arrive at a facility
   (B) Collect and process blood specimens
   (C) Discuss blood tests and possible diagnoses with patients
   (D) Interpret the results of blood tests

9. *Dermal puncture* may also be called
   (A) Capillary puncture
   (B) Venipuncture
   (C) Straight stick
   (D) Butterfly stick

10. The requirement that phlebotomy technicians only collect blood for tests ordered through a facility's requisition process is an example of a
    (A) Procedure
    (B) Guideline
    (C) Suggestion
    (D) Policy

11. Which of these areas related to continuous quality improvement is within a phlebotomy technician's scope of practice?
    (A) Making suggestions to patients about how to improve their health
    (B) Ensuring that patients understand why each blood test was ordered
    (C) Following facility procedures exactly for each blood draw
    (D) Suggesting doctors a patient might want to see for a particular condition

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12. A high-quality phlebotomy certification program will require
    (A) Only online instruction
    (B) Proof of observation of a certain number of blood draws, both venipuncture and capillary puncture
    (C) Proof of performance of a certain number of venipuncture and capillary puncture blood draws on dummy arms/hands
    (D) Proof of performance of a certain number of venipuncture and capillary puncture blood draws on people

13. _____ is an example of professional behavior for a phlebotomy technician.
    (A) Asking questions when the PBT does not understand something
    (B) Using cute nicknames for patients to put them at ease
    (C) Not arriving to work late more often than once a week
    (D) Making independent choices and not bothering supervisors with questions

14. What is the most professional way to wear jewelry on the job?
    (A) Wearing no more than five pieces of jewelry at any one time
    (B) Wearing little or no jewelry, with the exception of a watch with a second hand
    (C) Wearing only inexpensive jewelry
    (D) Wearing no jewelry of any kind

15. How should phlebotomy technicians dress on the job?
    (A) In any clothes that are clean and comfortable
    (B) In clean, wrinkle-free uniforms or other facility-approved clothes
    (C) In office attire (e.g., dress shirt and tie for men; pantsuit or dress for women)
    (D) In jeans and polo shirts

16. What is part of the planning phlebotomy technicians must do to manage their time appropriately?
    (A) Decide which tests to order for each patient
    (B) Check to ensure they have all supplies needed for each patient
    (C) Decide whether to make patients with a large number of tests ordered wait until patients with fewer tests are taken care of
    (D) Decide which patients should be asked to return the next day

17. Which of these factors is a common stressor for phlebotomy technicians?
    (A) Remembering where to find needles
    (B) Working on a tight schedule
    (C) Reading physicians' handwriting
    (D) Talking to coworkers

18. _____ can be a sign of unmanaged or poorly managed stress.
    (A) Having poor relationships with coworkers
    (B) Drinking alcohol in moderation
    (C) Feeling tired at the end of a long day
    (D) Missing one session of a three-times-a-week exercise class

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Chapter 2: Legal and Ethical Issues

Multiple Choice. Choose the correct answer.

1. What is one of the reasons governments establish laws?
   (A) To ensure order and safety
   (B) To prevent citizens from making independent choices
   (C) To create jobs for police officers
   (D) To raise money through fines when people break laws

2. A phlebotomy technician drew blood from a patient daily during an extended hospital stay. The patient offers the PBT a gift on the day she is discharged. Which of the following is true?
   (A) It is illegal for the PBT to accept the gift.
   (B) It is unethical for the PBT to accept the gift.
   (C) There is no legal or ethical reason for the PBT to decline the gift.
   (D) The only reason to decline the gift if it is very valuable.

3. Which of the following is a breach of patient confidentiality?
   (A) Calling the physician who ordered a patient's blood tests to clarify which tests were ordered
   (B) Checking with a charge nurse to confirm the room number of a hospital patient with a blood draw ordered
   (C) Calling a PBT colleague who has drawn blood from a particular patient before to the drawing station to assist in finding a good draw site
   (D) Talking to a PBT colleague at lunch about a patient who was especially challenging

4. What should a PBT do if he finds a requisition sheet sitting on a counter in a break room?
   (A) Shred the form
   (B) Throw the form in the break room trash can
   (C) Give the form to a nurse/supervisor
   (D) Find the patient's file and place the requisition inside

5. CLIA waived tests can be performed by the following healthcare personnel:
   (A) Any healthcare personnel who have been trained to perform them
   (B) Medical technicians only
   (C) Nurses and medical technicians only
   (D) Physicians, nurse practitioners, and physician assistants only

6. Which of the following is one of the American Society for Clinical Laboratory Science's goals for quality laboratory testing?
   (A) Perform tests with minimal patient wait
   (B) Perform tests with no patient pain
   (C) Produce healing for the patient
   (D) Produce accurate test results

7. Which of the following could be considered libel?
   (A) A PBT writes in a patient's chart, "Patient is tough to stick and has it in for phlebotomists. Beware!"
   (B) A PBT writes in a patient's chart, "Not able to complete venipuncture; alerted supervisor."
   (C) A PBT makes a formal written report of verbally abusive behavior on a patient's part.
   (D) A PBT says to a coworker, "That patient was a nightmare!"

8. A patient says, "I've changed my mind. I don't want to have these blood tests done after all." Which one of these responses could be considered assault?
   (A) "I can answer any questions you have about the procedure if that might help."
   (B) "Doctors order tests because they can help give you better care. Would you like to talk to your doctor again before you decide for sure?"
   (C) "We are going to do these tests. The doctor ordered them and you have to have them, so go ahead and roll up your sleeve."
   (D) "If you're worried about the pain, we can talk about ways to distract yourself. It can hurt a bit for some people, but it goes quickly."

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9. Which of the following is true?
   (A) A signed general consent form means a PBT can draw blood from a patient no matter what.
   (B) A signed general consent form includes consent for blood draws, but the patient may still decline the procedure.
   (C) A signed general consent form does not extend to blood draws.
   (D) A signed general consent form means a patient can never decline any procedure ordered by a physician.

10. Which area of the Patient Care Partnership relates directly to infection prevention and control?
   (A) Involvement in your care
   (B) Protection of your privacy
   (C) High quality hospital care
   (D) A clean and safe environment

11. A(n) _____ is an example of an advance directive.
   (A) Laboratory requisition
   (B) Do-not-resuscitate order
   (C) General consent form
   (D) Incident report

12. Which of the following shows respect for patient rights?
   (A) Always drawing blood from the arm the PBT is most comfortable using
   (B) Asking patients which arm they would prefer for the blood draw
   (C) Not describing procedures so as not to alarm anxious patients
   (D) Doing and saying everything possible to convince a reluctant patient to have blood drawn

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