***Phlebotomy, 5e* (Booth)**

**Chapter 1 Phlebotomy and Healthcare**

1) Phlebotomy may be used to help treat which of the following medical conditions?

A) Polycythemia

B) Diabetes mellitus

C) Hypertension

D) Anemia

Answer: A

Explanation: Polycythemia is often treated by removing excess blood volume using phlebotomy techniques.

Difficulty: 1 Easy

Topic: Phlebotomist's Role

Learning Objective: 01.02 Explain the role of the phlebotomist in the various healthcare facilities where he or she may be employed.

Bloom's: Remember

ABHES: 2.c Identify diagnostic and treatment modalities as they relate to each body system

CAAHEP: I.C.9.b Analyze pathology for each body system including: treatment modalities

2) Inpatient facilities where phlebotomists can work include all of the following EXCEPT:

A) physician office laboratories (POL).

B) hospitals.

C) nursing homes.

D) rehabilitation centers.

Answer: A

Explanation: A doctor's office is not an inpatient facility, even though phlebotomists do sometimes work at physician office laboratories (POL).

Difficulty: 1 Easy

Topic: Healthcare Facilities

Learning Objective: 01.03 Describe inpatient and outpatient healthcare facilities and their relationship to the practice of phlebotomy.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

CAAHEP: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

3) Routine inspections by which of the following agencies ensure that hospital and reference laboratories are following standards of performance for laboratory testing and phlebotomy procedures?

A) CAP

B) CLSI

C) NAACLS

D) NCCLS

Answer: A

Explanation: The College of American Pathologists (CAP) regularly inspects hospital and reference laboratories to ensure that they are performing to the standards of the organization.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

4) Which agency is responsible for hospital accreditation?

A) CLIA

B) TJC

C) NAACLS

D) OSHA

Answer: B

Explanation: The Joint Commission (TJC), formerly called JCAHO, accredits hospitals.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

5) Work-related injuries are reported to which regulatory organization?

A) CDC

B) DOT

C) EPA

D) OSHA

Answer: D

Explanation: Work-related injuries are reported to the Occupational Safety and Health Administration (OSHA).

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

6) Blood and blood products that are used in the treatment of patients must be labeled according to the standards set forth by which agency?

A) AABB

B) CDC

C) EPA

D) FDA

Answer: D

Explanation: Blood and blood products that are used in the treatment of patients must be labeled according to Food and Drug Administration (FDA) standards.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

7) Neonatologists diagnose and treat disorders associated with which type of patients?

A) Elderly patients

B) Newborn infants

C) Pregnant women

D) Men with reproductive health issues

Answer: B

Explanation: Neonatologists diagnose and treat disorders associated with newborns.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

CAAHEP: I.C.6 Compare structure and function of the human body across the life span

8) The assessment and treatment of hormone disorders is the function of which medical specialty?

A) Geriatrics

B) Endocrinology

C) Nephrology

D) Gynecology

Answer: B

Explanation: The assessment and treatment of hormone disorders is the function of endocrinology.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

CAAHEP: I.C.6 Compare structure and function of the human body across the life span

9) Making sure that you adhere to the required dress code and presenting a well-groomed appearance and manner are part of:

A) customer feedback.

B) professionalism.

C) scope of practice.

D) occupational safety.

Answer: B

Explanation: Compliance with the dress code established by your facility is important for establishing a professional public image.

Difficulty: 1 Easy

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Remember

ABHES: 10.b Demonstrate professional behavior

10) The measurement of proteins, lipids, hormones, and other substances in serum is the function of:

A) clinical chemistry.

B) histology.

C) immunology.

D) microbiology.

Answer: A

Explanation: Clinical chemistry analyzes serum—along with other body fluids—for proteins, lipids, hormones, and other substances. Serum is 45% of our total blood volume.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty; 9.b.3 Chemistry testing

CAAHEP: I.C.9.a Analyze pathology for each body system including: diagnostic measures

11) In the medical laboratory organizational chart, phlebotomists are placed under the oversight of the:

A) hematology supervisor.

B) chemistry supervisor.

C) microbiology supervisor.

D) specimen procurement supervisor.

Answer: D

Explanation: Phlebotomists and specimen processors are under the supervision of the specimen procurement section supervisor.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

12) The investigation of human cells for the presence of cancer cells is performed in which laboratory department?

A) Serology

B) Hematology

C) Histology

D) Cytology

Answer: D

Explanation: Cytology is the investigation of human cells for the presence of cancer. The most common specimens examined by cytologists are gynecological specimens.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

13) Determining whether or not a pathogen is resistant to an antibiotic is the responsibility of which medical laboratory department?

A) Blood bank

B) Clinical chemistry

C) Immunology

D) Microbiology

Answer: D

Explanation: Through various means of testing, the microbiology department determines whether or not a pathogen is resistant to an antibiotic.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

14) While working in the specimen processing area, you are asked to deliver specimens for trace element testing. Where will you deliver these specimens?

A) Clinical chemistry

B) Hematology

C) Immunology

D) Molecular diagnostics

Answer: A

Explanation: The clinical chemistry section may perform toxicology studies for trace elements such as lead.

Difficulty: 2 Medium

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Understand

ABHES: 3.c Apply medical terminology for each specialty; 9.b.3 Chemistry testing

15) You are to draw a sodium citrate evacuated tube for a PT/PTT coagulation test. To which department will you deliver this tube for proper analysis?

A) Blood bank

B) Hematology

C) Immunology

D) Molecular diagnostics

Answer: B

Explanation: The hematology section usually performs coagulation tests. The proper evacuated tube is a sodium citrate light-blue-topped tube. At some laboratories, the chemistry department may be the one performing coagulation tests.

Difficulty: 3 Hard

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Apply

ABHES: 9.d.1 Perform venipuncture

CAAHEP: I.P.2.b Perform: venipuncture

16) A 32-year-old woman dropped off a specimen for a urine HCG. Which department will most likely process and examine this sample?

A) Blood bank

B) Hematology

C) Molecular diagnostics

D) Urinalysis

Answer: D

Explanation: Urine pregnancy tests are usually performed by the urinalysis section.

Difficulty: 2 Medium

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Understand

ABHES: 9.b.1 Urinalysis

17) What is another name for the blood bank department?

A) Clinical chemistry

B) Hematology

C) Immunohematology

D) Immunology

Answer: C

Explanation: Immunohematology, also called the blood bank, performs blood typing and cross-matching for transfusion.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

18) You are a new employee who needs to deliver a surgical specimen that will be processed, stained, and evaluated by a pathologist for final diagnosis. Which laboratory department will process this sample?

A) Cytology

B) Histology

C) Pathology

D) Transcription

Answer: B

Explanation: An MLS (medical laboratory scientist) in the histology section prepares surgical specimens for examination by pathologists.

Difficulty: 2 Medium

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Understand

ABHES: 3.c Apply medical terminology for each specialty

19) Which medical laboratory department performs tests to determine the body's resistance to disease?

A) Cytology

B) Histology

C) Serology

D) Pathology

Answer: C

Explanation: Immunology and serology are the study of the body's resistance to disease and defense against foreign substances.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

20) A patient calls and asks to speak with someone who can provide her with her blood culture results. To which laboratory section will you direct this call?

A) Hematology

B) Immunology

C) Microbiology

D) Molecular pathology

Answer: C

Explanation: Blood cultures are performed and analyzed in microbiology. Laboratory personnel in microbiology will follow appropriate protocols to ensure that the information reaches the correct individual securely.

Difficulty: 2 Medium

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Apply

ABHES: 3.c Apply medical terminology for each specialty

21) A physician calls the laboratory for a patient's CBC results. Where should you direct the call?

A) Hematology

B) Immunology

C) Immunohematology

D) Molecular diagnostics

Answer: A

Explanation: A CBC, or complete blood count, is performed by the hematology department. Laboratory personnel in hematology will follow appropriate protocols to ensure that the information reaches the correct individual securely.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

22) In a laboratory, which department handles testing such as cholesterol, lipid panels, and blood glucose?

A) Clinical chemistry

B) Hematology

C) Histology

D) Immunology

Answer: A

Explanation: The majority of chemical constituent testing is done by the clinical chemistry department.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 9.b.3 Chemistry testing

23) The four basic elements in the communication loop are:

A) speaker, listener, sender, and message.

B) sender, message, receiver, and feedback.

C) message, feedback, listener, and white noise.

D) receiver, message, listener, and feedback.

Answer: B

Explanation: The four elements for effective communication are (1) sender, (2) message, (3) receiver, and (4) feedback.

Difficulty: 2 Medium

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Understand

ABHES: 5.f Demonstrate an understanding of the core competencies for Interprofessional Collaborative Practice i.e. values/ethics; roles/responsibilities; interprofessional communication; teamwork

CAAHEP: V.C.5 Recognize the elements of oral communication using a sender-receiver process

24) As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is in the oncology unit. This patient is

A) about to receive pain management before going to surgery.

B) being assessed for heart disease.

C) about to undergo a procedure for diagnostic imaging.

D) being treated for cancer.

Answer: D

Explanation: Patients who are receiving cancer treatment, such as chemotherapy, will be located in the oncology unit.

Difficulty: 2 Medium

Topic: Healthcare Facilities

Learning Objective: 01.03 Describe inpatient and outpatient healthcare facilities and their relationship to the practice of phlebotomy.

Bloom's: Understand

ABHES: 9.d Collect, label, and process specimens

CAAHEP: I.P.2.b Perform: venipuncture

25) What are CLIA "waived" tests?

A) Moderately complex tests such as type and crossmatch

B) A series of dilutions in regards to reagents and chemicals

C) Simple tests that have minimal risk of incorrect results

D) Simple tests that have high risk of incorrect results

Answer: C

Explanation: CLIA waived tests are simple tests, such as a urine dipstick, with minimal associated patient risks.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

CAAHEP: I.C.10 Identify CLIA waived tests associated with common diseases

26) As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is awaiting a procedure in radiology. This patient is

A) about to receive pain management before going to surgery.

B) being assessed for heart disease.

C) about to undergo a procedure for diagnostic imaging.

D) being treated for cancer with chemotherapy.

Answer: C

Explanation: Radiology performs diagnostic imaging such as x-rays and ultrasounds.

Difficulty: 1 Easy

Topic: Healthcare Facilities

Learning Objective: 01.03 Describe inpatient and outpatient healthcare facilities and their relationship to the practice of phlebotomy.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty; 9.d Collect, label, and process specimens

CAAHEP: I.P.2.b Perform: venipuncture

27) The agency responsible for categorizing the level of complexity of laboratory tests is:

A) OSHA.

B) POL.

C) EPA.

D) CDC.

Answer: D

Explanation: The Centers for Disease Control (CDC) is responsible for categorizing the level of complexity for laboratory tests. The CDC also determines if an exam will be considered a CLIA waived test.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

CAAHEP: I.C.10 Identify CLIA waived tests associated with common diseases

28) After you have completed a blood collection on an outpatient, the patient states that he has an appointment with the department that will perform breathing treatments. To which department will you direct or take the patient?

A) Electroencephalography

B) Occupational therapy

C) Physical therapy

D) Respiratory therapy

Answer: D

Explanation: The respiratory therapy department assists patients with breathing by giving breathing treatments.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

29) After you have completed a blood collection on an outpatient, the patient states that she has an appointment with the department that will perform brain wave testing. To which department will you direct or take the patient?

A) Electroencephalography

B) Physical therapy

C) Radiology

D) Respiratory therapy

Answer: A

Explanation: Electroencephalography performs testing of brain wave functions. Neurologists specialize in recording and reading brain wave activity.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Understand

ABHES: 3.c Apply medical terminology for each specialty

30) Proper communication is important when addressing patients. All of the following are examples of positive communication EXCEPT:

A) eye contact.

B) neat, well-groomed appearance.

C) looking down and away from the patient.

D) respecting personal space.

Answer: C

Explanation: A phlebotomist should always try to make eye contact when working with a patient. Looking away gives an impression of a lack of professionalism.

Difficulty: 2 Medium

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Understand

ABHES: 10.b Demonstrate professional behavior

CAAHEP: V.P.2 Respond to nonverbal communication

31) Which agency establishes standards to which approved phlebotomy programs must adhere?

A) NAACLS

B) CDC

C) FDA

D) FCC

Answer: A

Explanation: The National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) is responsible for setting the standards for all approved programs.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

32) What federal agency establishes regulations to implement CLIA '88?

A) TJC

B) POL

C) CDC

D) CMS

Answer: D

Explanation: Centers for Medicare and Medicaid Services (CMS) allows for simple and noncomplex testing to be performed at a minimal cost while complying with CLIA '88 guidelines.

Difficulty: 1 Easy

Topic: Regulatory Agencies

Learning Objective: 01.06 Recognize the agencies that regulate hospitals and medical laboratories.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

33) The term *phlebotomy* means:

A) draw blood.

B) cut into a vein.

C) drain blood.

D) dermal cut.

Answer: B

Explanation: The term *phlebotomy* means to "cut into a vein."

Difficulty: 1 Easy

Topic: Phlebotomy

Learning Objective: 01.01 Summarize the definition and history of phlebotomy.

Bloom's: Remember

ABHES: 3.a Define and use entire basic structure of medical words and be able to accurately identify in the correct context, i.e. root, prefix, suffix, combinations, spelling, and definitions

CAAHEP: IV.C.9 Identify medical terms labeling the word parts

34) You enter a patient's room to collect a blood specimen and find another health care worker talking with the patient about proper diet for her medical condition. This health care worker is most likely a:

A) registered dietitian.

B) occupational therapist.

C) physical therapist.

D) respiratory therapist.

Answer: A

Explanation: A registered dietitian is trained to counsel patients about proper diet.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Understand

ABHES: 3.c Apply medical terminology for each specialty

35) You enter a patient's room to collect a blood specimen and find another health care worker who is discussing pain management before surgery. This health care worker is most likely a(n):

A) registered dietitian.

B) occupational therapist.

C) physical therapist.

D) anesthesiologist.

Answer: D

Explanation: Anesthesiology is the management of pain before, during, and after surgery.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Understand

ABHES: 3.c Apply medical terminology for each specialty

36) Which of the following scenarios would be likely to negatively affect customer satisfaction? (Choose all that apply)

A) A medical office receptionist tells a patient to "have a seat," without making eye contact.

B) A phlebotomist fumbles with equipment assembly and does not appear ready to perform the blood collection.

C) A healthcare worker encounters a lost visitor and assists this person to his/her destination.

D) Every health care worker a visitor encounters greets him cheerfully and asks if he needs assistance.

Answer: A, B

Customer satisfaction can suffer when the phlebotomist or any other medical office employee is not prepared to do his/her job.

Difficulty: 2 Medium

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Understand

ABHES: 10.b Demonstrate professional behavior

CAAHEP: V.C.3 Recognize communication barriers

37) A laboratory professional who has the same level of training as a medical laboratory technician is a:

A) cytologist.

B) histologic technician.

C) medical laboratory assistant.

D) phlebotomist.

Answer: B

Explanation: A histologic technician and a medical laboratory technician both require special training and work under the supervision of an individual with a bachelor's degree; both may require an associate's degree.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

CAAHEP: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

38) Laboratory professionals who have the same level of training as a medical laboratory scientist include (Choose all that apply):

A) cytologist.

B) histologist.

C) pathologist.

D) phlebotomist.

Answer: A, B

Cytologists, histologists, and medical laboratory scientists are all required to have a bachelor's degree and special training and can supervise less credentialed staff.

Difficulty: 2 Medium

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

CAAHEP: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.; X.C.5 Discuss licensure and certification as it applies to healthcare providers

39) Providing medical care for an elderly person would best be performed by a physician who is a:

A) family practice physician.

B) gerontologist.

C) neonatologist.

D) pediatrician.

Answer: B

Explanation: Gerontologists are medical doctors specializing in disorders of the elderly.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

40) The laboratory department that evaluates blood and body fluids for the presence of pathogenic bacteria, fungi, parasites, and viruses is referred to as

A) cytology.

B) immunohematology.

C) histology.

D) medical microbiology.

Answer: D

Explanation: Medical microbiology, or simply microbiology, identifies and examines pathogenic bacteria, fungi, and viruses.

Difficulty: 1 Easy

Topic: The Medical Laboratory

Learning Objective: 01.05 Summarize the organization of the medical laboratory.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

41) The phlebotomist is mainly involved in which phase of laboratory testing?

A) Pre-examination

B) Examination

C) Post-examination

D) Point-of-care testing

Answer: A

Explanation: The phlebotomist is responsible for the collection, processing, and transport of blood specimens to the laboratory: the pre-examination phase of laboratory testing.

Difficulty: 1 Easy

Topic: Phlebotomist's Role

Learning Objective: 01.02 Explain the role of the phlebotomist in the various healthcare facilities where he or she may be employed.

Bloom's: Remember

42) A fourteen-year-old boy requires surgery to fix a broken femur. The surgeon who will perform this surgery is a(n)

A) general surgeon.

B) orthopedic surgeon.

C) pathologist.

D) pediatric physician.

Answer: B

Explanation: An orthopedic surgeon provides surgical intervention for broken bones and joint disorders.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

43) Physicians who diagnose and treat disorders of the urinary tract may be (Choose all that apply)

A) anesthesiologists.

B) nephrologists.

C) orthopedists.

D) urologists.

Answer: B, D

Nephrologists and urologists diagnose and treat disorders of the urinary tract.

Difficulty: 1 Easy

Topic: The Healthcare Team

Learning Objective: 01.04 Identify the healthcare providers and other members of the healthcare team with whom the phlebotomist will interact in inpatient and outpatient facilities.

Bloom's: Remember

ABHES: 3.c Apply medical terminology for each specialty

44) Which element below is NOT a part of the communication loop?

A) Sender

B) Receiver

C) Observer

D) Message

Answer: C

Explanation: The communication loop involves four basic elements: the sender, the message, the receiver, and feedback. An observer to this process is NOT part of the loop.

Difficulty: 2 Medium

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Understand

ABHES: 5.f Demonstrate an understanding of the core competencies for Interprofessional Collaborative Practice i.e. values/ethics; roles/responsibilities; interprofessional communication; teamwork

CAAHEP: V.C.5 Recognize the elements of oral communication using a sender-receiver process

45) The receiver's response to the sender during communication is called

A) a barrier.

B) feedback.

C) interference.

D) the message.

Answer: B

Explanation: Feedback is the receiver's acknowledgment of and response to the sender's message during communication.

Difficulty: 1 Easy

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Remember

ABHES: 5.f Demonstrate an understanding of the core competencies for Interprofessional Collaborative Practice i.e. values/ethics; roles/responsibilities; interprofessional communication; teamwork

CAAHEP: V.C.5 Recognize the elements of oral communication using a sender-receiver process

46) Telling a patient that the venipuncture will not hurt is an example of

A) a barrier.

B) feedback.

C) false reassurance.

D) street talk.

Answer: C

Explanation: A phlebotomist should never tell a patient that the venipuncture will not hurt. Doing so gives the patient false reassurance.

Difficulty: 1 Easy

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Remember

ABHES: 10.b Demonstrate professional behavior

CAAHEP: V.C.5 Recognize the elements of oral communication using a sender-receiver process

47) A phlebotomist should always have good personal hygiene and dress properly. Which agency requires all lab personnel to wear lab coats?

A) OSHA

B) HHS

C) OIG

D) CAP

Answer: A

Explanation: OSHA mandates the use of lab coats in a laboratory setting.

Difficulty: 1 Easy

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Remember

ABHES: 4.f Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

CAAHEP: III.P.2 Select appropriate barrier/personal protective equipment (PPE)

48) When collecting specimens from patients who are unconscious, it is best to

A) speak loudly and use hand gestures.

B) remain silent; the patient cannot hear anyway.

C) communicate in the same manner as usual.

D) talk about the patient with visitors.

Answer: C

Explanation: Regardless of the patient's inability to communicate, the phlebotomist is expected to provide the same greetings, introductions, and explanations as he or she would for any patient.

Difficulty: 2 Medium

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Understand

ABHES: 10.b Demonstrate professional behavior

CAAHEP: I.A.1 Apply critical thinking skills in performing patient assessment; IV.A.4 Explain to a patient the rationale for performance of a procedure

49) You have five minutes before you are expecting your next patient for a blood draw. To pass the time, you pull out your cell phone and start playing a quick game. The patient arrives sooner than expected and you are still finishing the game. How would you handle this situation?

A) Tell the patient it will just take you one more minute to finish the game.

B) Turn the device off immediately and apologize to the patient.

C) Joke about how smartphones are great for passing the time.

D) Slip your phone into your back pocket and hope the patient didn't see you.

Answer: B

Explanation: Using your cell phone—unless it is expressly for your work—while on the job is unprofessional. It could cause the patient to lose confidence in your abilities and to seek medical care elsewhere. An apology is the best way to handle this situation professionally.

Difficulty: 3 Hard

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Apply

ABHES: 10.b Demonstrate professional behavior

CAAHEP: I.A.1 Apply critical thinking skills in performing patient assessment

50) You are eating your lunch in the breakroom while checking Facebook on your phone. Another phlebotomist you work with had an embarrassing incident with a patient earlier in the day that you found very funny. You post a comment about the incident on a colleague's wall. Which of the following statements about this scenario are true? (Choose all that apply)

A) Disclosing any patient situation or information publicly is a violation of HIPAA.

B) You should have used private messaging instead of posting on your friend's wall.

C) It could damage your working relationship with the phlebotomist who had the incident.

D) Publically joking about a colleague to another colleague is unprofessional.

Answer: A, C, D

Sharing a colleague's embarrassing incident with another colleague, publically or privately, over social media or otherwise is unprofessional. It could damage your working relationship with both colleagues. You should think about how you would like to be treated if this happened to you. Finally, cell phones could also be restricted in your facility.

Difficulty: 3 Hard

Topic: Qualities of a Phlebotomist

Learning Objective: 01.07 List the qualities and characteristics of a phlebotomist.

Bloom's: Apply

ABHES: 10.b Demonstrate professional behavior

51) Another name for a dermal puncture is:

A) venipuncture.

B) digit puncture.

C) surface stick.

D) capillary puncture.

Answer: D

Explanation: Another name for a dermal puncture is capillary puncture.

Difficulty: 1 Easy

Topic: Phlebotomy

Learning Objective: 01.01 Summarize the definition and history of phlebotomy.

Bloom's: Remember

ABHES: 3.a Define and use entire basic structure of medical words and be able to accurately

CAAHEP: V.C.10 define medical terms and abbreviations related to all body systems

52) What is the function of a patient advocate?

A) To represent patients in legal claims against healthcare providers

B) To help guide patients through the healthcare system

C) To explain to patients why a specific surgery or procedure is necessary

D) To purchase medications for patients who cannot afford them

Answer: B

Explanation: A patient advocate helps guide patients through the healthcare system. This may include helping patients schedule needed appointments or providing directions to a healthcare facility.

Difficulty: 2 Medium

Topic: Phlebotomist's Role

Learning Objective: 01.02 Explain the role of the phlebotomist in the various healthcare facilities where he or she may be employed.

Bloom's: Understand

ABHES: 5.c Assist the patient in navigating issues and concerns that may arise, (i.e. insurance policy information, medical bills, and physician/provider orders)

CAAHEP: V.C.12 Define patient navigator

53) When did the phlebotomy profession become established as a result of technology and an expansion of laboratory functions?

A) 1890s

B) 1930s and 1940s

C) 1960s

D) 1980s and 1990s

Answer: D

Explanation: The phlebotomy profession emerged during the 1980s and 1990s as a result of technology and an expansion of laboratory functions.

Difficulty: 1 Easy

Topic: Phlebotomy

Learning Objective: 01.01 Summarize the definition and history of phlebotomy.

Bloom's: Remember

54) Bloodletting procedures included:

A) cupping

B) leeches

C) venesection

D) all of these

Answer: D

Explanation: Cupping, applying leeches, and venesection of a vein were all procedures known as bloodletting.

Difficulty: 1 Easy

Topic: Phlebotomist's Role

Learning Objective: 01.02 Explain the role of the phlebotomist in the various healthcare facilities where he or she may be employed.

Bloom's: Remember

ABHES: 2.c Identify diagnostic and treatment modalities as they relate to each body system

CAAHEP: I.C.9.b Analyze pathology for each body system including: treatment modalities

55) Venesection procedures made use of

A) cupping

B) lancets

C) leeches

D) all of these

Answer: B

Explanation: Lancets were used in venesection procedures to pierce the vein.

Difficulty: 1 Easy

Topic: Phlebotomy

Learning Objective: 01.01 Summarize the definition and history of phlebotomy.

Bloom's: Remember

ABHES: 2.c Identify diagnostic and treatment modalities as they relate to each body system

CAAHEP: I.C.9.b Analyze pathology for each body system including: treatment modalities

56) Which statements are true about leeches?

A) Leeches are a type of worm.

B) Leeches have a sucker at both ends.

C) Leeches are kept in fresh water.

D) All of these

Answer: D

Explanation: Leeches are worms that have suckers on each end. They are stored in fresh water.

Difficulty: 1 Easy

Topic: Phlebotomy

Learning Objective: 01.01 Summarize the definition and history of phlebotomy.

Bloom's: Remember

CAAHEP: I.C.9.b Analyze pathology for each body system including: treatment modalities

57) Outpatient facilities where phlebotomists can work include all of the following except:

A) ambulatory care centers

B) blood collection centers

C) nursing homes

D) physician offices

Answer: C

Explanation: A nursing home is an inpatient facility.

Difficulty: 1 Easy

Topic: Phlebotomy

Learning Objective: 01.01 Summarize the definition and history of phlebotomy.

Bloom's: Remember