

# TEST BANK

## Chapter 1

### Multiple Choice

1. Which of the following is an example of an internal stakeholder for phlebotomy services?
  - a. Health care foundation
  - b. Medicare or Medicaid official
  - c. Physician or nurse
  - d. Home health agency
2. Which organization has a list of entry-level phlebotomist competencies that are addressed in the chapter?
  - a. American Society of Phlebotomy Technicians (ASPT)
  - b. National Phlebotomy Association (NPA)
  - c. National Healthcareer Association (NHA)
  - d. National Association for Accreditation of Clinical Laboratory Sciences (NAACLS)
3. What is the difference between venipuncture and dermal puncture?
  - a. In dermal puncture, blood is drawn from an artery.
  - b. In venipuncture, blood is drawn a small capillary puncture.
  - c. In dermal puncture, blood is drawn from the vein.
  - d. In venipuncture, blood is drawn from the vein.
4. Which of the following categories would be an inpatient setting?
  - a. Mobile blood-donation van
  - b. Acute-care hospital
  - c. Home health agency
  - d. Emergency care centers
5. Which of the following is one of a phlebotomist's clinical duties?
  - a. Manipulate small objects, tubes, and needles
  - b. Print/collate/distribute laboratory requisitions and reports
  - c. Use medical terminology appropriate for patients and coworkers
  - d. Withdraw blood into the correct containers/tubes in the correct order
6. What kind of diploma is required to enter most phlebotomy programs?
  - a. High school or equivalent
  - b. Associate degree
  - c. Bachelor's degree
  - d. Master's degree
7. How do employers provide feedback on a phlebotomist's ability to do his/her job?
  - a. Increased benefits
  - b. Performance evaluations
  - c. Certification examinations
  - d. Cost of living raises
8. What should a phlebotomist do if the patient assigned to him/her does not speak English?

- a. Use sign language to communicate
  - b. Wait for a family member to assist
  - c. Write a translator or written instructions in that language
  - d. Allow the patient's child to translate
9. It is best to transport routine blood specimens to the laboratory within:
- a. 45 minutes
  - b. 1 hour
  - c. 2 hours
  - d. 4 hours
10. Which of the following actions helps the phlebotomist to listen actively?
- a. Plan your next remark while the patient is speaking
  - b. Avoid excessive eye contact
  - c. Use an encouraging phrase like "You can tell me about that later."
  - d. Notice body language
11. Which of the following is recommended to reduce collection errors and ensure quality in the phlebotomy services?
- a. An annual review of insurance companies and employers that pay for services
  - b. Role-reversal exercises for internal and external stakeholders
  - c. A periodic review of the laboratory's collection procedures and policies
  - d. Silent pauses in the conversation to mentally review what has been said.
12. Approximately how many minutes does it take for a specimen without additives to clot?
- a. 10
  - b. 15
  - c. 30
  - d. 60
13. Which term describes anemia that results when excessive amounts of blood are taken from a patient?
- a. Hemolytic
  - b. Diabetic
  - c. Iatrogenic
  - d. Iron deficiency
14. Which phase of the laboratory process involves the duty of requesting a repeat blood test?
- a. Preanalytical
  - b. Analytical
  - c. Postanalytical
  - d. Specimen processing
15. Maintaining Quality Control on phlebotomy supplies and equipment is part of which phase of laboratory testing??
- a. Preanalytical
  - b. Examination
  - c. Postexamination
  - d. Postanalytical
16. Which phase of the laboratory process involves performing a chemical assay

- on a serum specimen?
- Preanalytical
  - Analytical
  - Postanalytical
  - Reporting results
17. Which phase of the laboratory process involves correct labeling of each specimen tube after the blood specimen is collected from a patient?
- Preexamination
  - Examination
  - Postexamination
  - Reporting results
18. Why should a phlebotomist locate the nearest bed when taking blood samples in a patient's home?
- Because the patient will be located in the bed.
  - In case the patient needs to be transported to the hospital.
  - In case the patient becomes faint.
  - So the phlebotomy equipment can be laid out on a single surface.
19. When performing inventory on blood collection supplies, the supplies should be organized by:
- expiration date.
  - ease of use.
  - volume of blood the tubes hold.
  - laboratory department that uses each tube.
20. Which type of quality control tool is used to record the frequency of a problematic event?
- Cause and effect diagram
  - PDCA cycle
  - Flow chart
  - Pareto chart

## Matching

Match each lettered word or phrase to the most appropriate numbered word or phrase. The letters may be used more than once.

- |                       |   |
|-----------------------|---|
| a. POCT               | 1. 4–12 feet                                      |
| b. STAT               | 2. Point-of-care testing                          |
| c. DOB                | 3. up to 18 inches                                |
| d. personal space     | 4. emergency                                      |
| e. social space       | 5. birthdate                                      |
| f. values and beliefs | 6. professional organization/certification agency |
| g. alcohol based gel  | 7. advocacy group for the elderly                 |
| h. OSHA               | 8. used for hand hygiene                          |
| i. ASCP               | 9. federal agency                                 |
| j. AARP               | 10. culture                                       |

## Fill in the Blanks

1. Point-of-care testing refers to laboratory tests performed at or near \_\_\_\_\_.
2. Face shields, gowns, and gloves are examples of \_\_\_\_\_. (Do not use the abbreviation in your answer)
3. \_\_\_\_\_ is a term that defines an individual's values, beliefs, traditions, and practices.
4. Inpatient care refers to health care for patients located in a \_\_\_\_\_.
5. The term phlebotomy is derived from the Greek words meaning veins and \_\_\_\_\_.
6. \_\_\_\_\_ is the most effective means of communication.
7. Blindness and deafness are sensory \_\_\_\_\_ that can impact effective communication.
8. The term STAT refers to a(n) \_\_\_\_\_ situation.
9. A phlebotomist should never tell a patient, "This will not \_\_\_\_\_."
10. The phlebotomist should always match the patient's name with a unique \_\_\_\_\_.