Phlebotomy Simplified 3rd edition Garza Test Bank

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***Phlebotomy Simplified, 3e* (Garza/Becan-McBride)**
Chapter 1 Phlebotomy Practice and Quality Assessment Basics

1.1 Multiple Choice Questions

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
Answer: C

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)
Answer: D

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.
Answer: D

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
Answer: B

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
Answer: D

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
Answer: A

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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
Answer: B

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) Week a translator or written instructions in that language
D) Allow the patient's child to translate
Answer: C

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.
Answer: A

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
Answer: D

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
Answer: C

12) Approximately how many minutes does it take for a specimen without additives to clot?
A) 10
B) 15
C) 30
D) 60
Answer: C

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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
Answer: C

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
Answer: C

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
Answer: A

16) Which phase of the laboratory process involves performing a chemical assay on a serum specimen?
A) Preanalytical
B) Analytical
C) Postanalytical
D) Reporting results
Answer: B

17) Which phase of the laboratory process involves correct labeling of each specimen tube after the blood specimen is collected from a patient?
A) Preexamination
B) Examination
C) Postexamination
D) Reporting results
Answer: A

18) Why should a phlebotomist locate the nearest bed when taking blood samples in a patient's home?
A) Because the patient will be located in the bed
B) In case the patient needs to be transported to the hospital
C) In case the patient becomes faint
D) So the phlebotomy equipment can be laid out on a single surface
Answer: C

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19) When performing inventory on blood collection supplies, the supplies should be organized by:
A) expiration date.
B) ease of use.
C) volume of blood the tubes hold.
D) laboratory department that uses each tube.
Answer: A

20) Which type of quality control tool is used to record the frequency of a problematic event?
A) Cause and effect diagram
B) PDCA cycle
C) Flow chart
D) Pareto chart
Answer: D

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1.2 Matching Questions

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

A) STAT
B) personal space
C) OSHA
D) alcohol based gel
E) POCT
F) DOB
G) ASCP
H) social space
I) AARP
J) values and beliefs

1) 4—12 feet

2) Point-of-care testing

3) up to 18 inches

4) emergency

5) birthdate

6) professional organization/certification agency

7) advocacy group for the elderly

8) used for hand hygiene

9) federal agency

10) culture

Answers: 1) H 2) E 3) B 4) A 5) F 6) G 7) I 8) D 9) C 10) J

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1.3 Fill in the Blanks Questions

1) Point-of-care testing refers to laboratory tests performed at or near _____.
Answer: the patient

2) Face shields, gowns, and gloves are examples of _____. (do NOT use the abbreviation in your answer)
Answer: personal protective equipment

3) _____ is a term that defines an individual's values, beliefs, traditions, and practices.
Answer: Culture

4) Inpatient care refers to health care for patients located in a _____.
Answer: hospital

5) The term phlebotomy is derived from the Greek words meaning veins and _____.
Answer: cutting

6) _____ is the most effective means of communication.
Answer: Face-to-face

7) Blindness and deafness are sensory _____ that can impact effective communication.
Answer: impairments

8) The term STAT refers to a(n) _____ situation.
Answer: emergency

9) A phlebotomist should never tell a patient, "This will not _____."
Answer: hurt

10) The phlebotomist should always match the patient's name with a unique _____.
Answer: identification number

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