

***Introduction to Computers for Health Care
Professionals 7th edition Joos Test Bank***

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Chapter 1: On the Way to Digital Literacy

1. Computer literacy is the ability to use the computer to do practical tasks and to:

- a. use basic computer applications.
- b. complete basic networking skills.
- c. know how to assess a computer for purchase.
- d. use basic computer keyboards.

Answer: A

2. Which of the following individuals can be described as digitally literate?

- a. A group leader highlights important parts of the textbook.
- b. A student posts a blueprint to Google Docs.
- c. A faculty member draws a diagram on the whiteboard with dry erase markers.
- d. A librarian assists students in finding books for research.

Answer: B

3. An email with which type of attachment is at risk for releasing a virus when opening?

- a. .pdf
- b. .exe
- c. .wav
- d. .doc

Answer: B

4. A person who is using MS Excel is interested in:

- a. word processing.

- b. graphics and design.
- c. storing pictures and video clips.
- d. creating spreadsheets.

Answer: D

5. A text file may also be called a(n) _____ file.

- a. Word
- b. PowerPoint
- c. Excel
- d. .Wav

Answer: A

6. Which icon would you use to download an email attachment?

- a. Clipboard
- b. Paperclip
- c. Scissors
- d. Exclamation mark

Answer: B

7. When texting in a professional setting, be sure to:

- a. use abbreviations to avoid a lengthy text.
- b. use emojis to convey emotions.
- c. include more than 150 characters per message.
- d. eliminate punctuation.

Answer: A

8. Which information would *not* be included in an email from one nurse to another?

- a. A patient's social security number
- b. A patient's gender
- c. The primary care provider for a patient
- d. Recommendations for a support group for a patient

Answer: A

9. Which of the following should be avoided in a professional email?

- a. Formal salutations
- b. A signature file
- c. Use of all capital letters
- d. Subject heading

Answer: C

10. When logging in to the computer, how many attempts are usually given before an individual must reset his or her password?

- a. One
- b. Two
- c. Three
- d. Four

Answer: C

11. Which of the following is a best practice to follow to use email safely?

- a. Reply to all spam in a timely manner.
- b. Click on the link provided in the email to ensure it is legitimate.

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- c. Scan emails through a virus checker.
- d. Call the number listed on the email to verify the sender.

Answer: C

12. Which function is used to send an existing email to another individual?

- a. Reply
- b. Carbon copy
- c. Reply all
- d. Forward

Answer: D

13. The header of an email does not have which of the following components?

- a. Date
- b. Subject
- c. CC
- d. Location

Answer: D

14. Which of the following is also known as the return key?

- a. Ctrl
- b. Esc
- c. Shift
- d. Enter

Answer: D

15. Which of the following best defines phishing?

- a. Fraudulent email that solicits private information
- b. A tool that automatically moves incoming mail to separate folders
- c. Symbols that substitute for facial expressions

d. A message that failed to deliver properly

Answer: A