

***Fundamentals of Case Management Practice 5th
edition Summers Test Bank***

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Multiple Choice

1. Ethical practices in the social services are in place because:
- a. They prevent a civil suit being brought against the human service worker
 - b. They prevent the social human worker from being fired
 - c. They prevent the exploitation of the individuals seeking human services
 - d. Most professions monitor the behavior of their members

ANSWER: c

POINTS: 1

REFERENCES: Introduction

2. A social services case manager should avoid a dual relationship with his or her client because:
- a. The case manager may not be available to return a favor to the person who did the case manager a favor
 - b. Exchanging favors with a person is inconsequential
 - c. In small communities, the case manager cannot avoid seeing his or her neighbor in contexts other than the professional one
 - d. It creates a conflict of interest for the case manager

ANSWER: d

POINTS: 1

REFERENCES: Dual Relationships

3. In order for a person to agree to services, he or she must have the capacity to give permission willingly. This patient right is called:
- a. Comprehension of information
 - b. Informed consent
 - c. Self-determination
 - d. Confidentiality

ANSWER: b

POINTS: 1

REFERENCES: The Rights of Individuals Receiving Services

4. Guarding an individual's confidentiality means that the human services provider can/should:
- a. Use an openly dated release of information form
 - b. Discuss the case only with colleagues for their professional opinion with a patient's verbal consent
 - c. Talk about the case with others, leaving out the patient's identifying information
 - d. Discuss the case with others to prevent the person from harming himself or herself

ANSWER: d

POINTS: 1

REFERENCES: Confidentiality

5. Under the Health Insurance Portability and Accountability (HIPAA) Act, for an agency to share a client's private information, it must:
- a. Restrict the patient's identifying information if requested by the patient in writing
 - b. Share a person's medical information only orally and never in writing
 - c. Never share a patient's private information outside the agency
 - d. Never allow a patient to make changes to his or her professional records

ANSWER: a

POINTS: 1

REFERENCES: Health Insurance Portability and Accountability Act

6. On a social networking site such as Facebook, a social services provider may discuss a client:

- a. When the patient's identifying information is removed
- b. When the site is a private one and not part of the caring institution or agency
- c. Under no circumstances
- d. Only with people who do not know the patient

ANSWER: c

POINTS: 1

REFERENCES: Social Networking

7. A care provider would not break a client's confidentiality when:

- a. State law in the particular case does not include a duty to warn
- b. The client poses a threat to others
- c. The court mandates that the social service provider turns over certain information about the client
- d. Your agency is sued for malpractice

ANSWER: a

POINTS: 1

REFERENCES: When You Can Give Information

8. Courts may commit a patient to a care facility without the patient's consent when:

- a. The patient has a mental illness
- b. The courts determine that the mentally ill patient must be punished
- c. The institution provides the patient with the most comprehensive treatment available
- d. The patient is a risk to himself or herself but refuses to sign a commitment for appropriate treatment

ANSWER: d

POINTS: 1

REFERENCES: Involuntary Commitment

9. A social service provider's ethical responsibilities to the individual in his or her care include:

- a. Insisting on his or her solution to the client's problem
- b. Meeting the client's own needs and best interest
- c. Sharing personal concerns about his or her own life that are similar to the client's
- d. Letting the client know of the social service provider's disappointment when the client did not follow the provider's advice

ANSWER: b

POINTS: 1

REFERENCES: Ethical Responsibilities

10. It is an ethical violation to:

- a. Report on an impaired colleague to a senior professional
- b. Withhold information about an impaired colleague
- c. Refuse to treat a client just because you have personal problems that may affect that person
- d. Discuss your ethical concerns with the service provider in question

ANSWER: b

POINTS: 1

REFERENCES: Responsibility to Your Colleagues and the Profession

Subjective Short Answer

11. What are the 3 components of Informed Consent?

ANSWER: Answers will vary

POINTS: 1

REFERENCES: Page 46

12. The term confidentiality is best described as an *ethical and (fill in the blank)* concept.

ANSWER: Answers will vary

POINTS: 1

REFERENCES: Page 47

13. Name one of the situations where it is legally fine to break confidentiality.

ANSWER: Answers will vary

POINTS: 1

REFERENCES: Page 51

14. Who “owns” the right of privileged communication?

ANSWER: Answers will vary

POINTS: 1

REFERENCES: Page 56

15. When a client is told about effects, adverse effects, services being offered and any alternatives, this is called what?

ANSWER: Answers will vary

POINTS: 1

REFERENCES: Page 46

Essay

16. Briefly describe the *minimum necessary rule*.

ANSWER: Answers will vary

POINTS: 1

17. Name and describe 2 of the four requirements for agencies under HIPAA that protect a client’s information.

ANSWER: Answers will vary

POINTS: 1

18. Briefly describe 3 of the rights clients have regarding their files under HIPAA.

ANSWER: Answers will vary

POINTS: 1

19. Describe briefly the reason *Tarasoff v Regents of the University of California* is considered so important.

ANSWER: Answers will vary

POINTS: 1