

Chapter 1: Office Preparation

TRUE/FALSE

1. Due to HIPAA regulations, the name of the patient must be withheld from the dispatcher when calling emergency medical services.

ANS: F

When calling emergency medical services, it is important to provide the patient's name.

PTS: 1 REF: Office Emergency Routine

2. Homemade emergency dental kits are not recommended for a dental office emergency.

ANS: F

The homemade dental emergency kit is gaining popularity because the dentist is completely familiar with the contents of the kit.

PTS: 1 REF: Office Emergency Routine

3. The oxygen tank size best suited for a dental office is the E cylinder.

ANS: T

The E cylinder, which is most appropriate for a dental office, contains about 650 liters of oxygen and provides 100 percent oxygen for 30 minutes of constant use.

PTS: 1 REF: Oxygen Tank

4. Oxygen can be very dangerous because it can make a small flame burn out of control.

ANS: T

Although oxygen is a relatively safe gas to administer, a few precautions should be followed in the dental office. For one, do not use oxygen near an open flame because it is very flammable, and although it will not burn itself, it will make a small flame burn out of control.

PTS: 1 REF: Oxygen Tank

MULTIPLE CHOICE

1. An office emergency routine is a definitive emergency plan _____.
 - a. carried out by the dentist to ensure the safety of his/her patient
 - b. indicating the responsibilities of each member of the dental team in the event the dentist is suddenly unable to perform his/her duties
 - c. indicating the responsibilities of each member of the dental/office team in the event of a natural disaster or fire
 - d. indicating the responsibilities of each member of the dental team to ensure the safety of the patient

ANS: D

	Feedback
A	Incorrect.

B	Incorrect.
C	Incorrect.
D	Correct. It is important that a dental office have an emergency routine involving each member of the dental team to prevent a minor office emergency from becoming a serious or perhaps fatal event.

PTS: 1

REF: Office Emergency Routine

2. What is a responsibility of the dental auxiliary during a dental office emergency?
 - a. Notify the on-call pharmacist so that he/she can prepare the appropriate drugs.
 - b. Assist the dentist by determining which drugs to administer to the patient.
 - c. Assist the dentist by preparing emergency drugs.
 - d. Administer the appropriate emergency drugs to the patient.

ANS: C

	Feedback
A	Incorrect.
B	Incorrect.
C	Correct. Although it is not legal for auxiliaries to administer drugs, it is legal in some states for them to prepare the drugs for the dentist to administer. This is helpful in situations where several drugs must be given in succession.
D	Incorrect.

PTS: 1

REF: Office Emergency Routine

3. What is the role of the receptionist during a dental office emergency?
 - a. Contact emergency medical services.
 - b. Clear the office of all non-essential personnel and patients.
 - c. Inform the other patients about the exact nature of the emergency.
 - d. Assist the dental auxiliary.

ANS: A

	Feedback
A	Correct. When contacting emergency medical services, the receptionist should report the nature of the emergency and give explicit directions to the office.
B	Incorrect.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Office Emergency Routine

4. What is the best way for a dental office to prepare for an emergency?
 - a. An "office emergency handbook" should be located in a marked location that is familiar to all dental staff.
 - b. It is the responsibility of the dentist to assign each person a function and to regularly test his/her team on their assigned roles.
 - c. The staff should receive formal training and certification in life saving emergency medical practices.
 - d. An emergency should be simulated, with each person performing his or her assigned functions.

ANS: D

	Feedback
A	Incorrect.
B	Incorrect.
C	Incorrect.
D	Correct. An emergency should be simulated and the staff should act out their assigned roles; a well-prepared staff handles an emergency much more efficiently than one that has not had practice drills.

PTS: 1

REF: Office Emergency Routine

5. What is a disadvantage of using a homemade dental emergency supply kit?
- They must be specially certified by an emergency medical department.
 - Certain medications categorized as controlled substances are easier to obtain when purchased with a manufactured kit.
 - With a homemade kit, special instructions must be gathered from a variety of sources.
 - There is an increased risk for human error when assembling a homemade emergency kit.

ANS: C

	Feedback
A	Incorrect.
B	Incorrect.
C	Correct. Unlike homemade kits, manufactured emergency kits provide one set of instructions.
D	Incorrect.

PTS: 1

REF: Emergency Kit

6. What is an advantage of a manufactured dental emergency supply kit?
- The dentist usually has extensive training with all of the items provided in the kit.
 - These kits are often available with automatic replacement of outdated medications.
 - Malpractice insurance rates generally are lower for dental practices that use manufactured kits rather than homemade kits.
 - These kits are usually accompanied by a telephone “hotline” service that provides “real-time” instructions in the event of a dental emergency.

ANS: B

	Feedback
A	Incorrect.
B	Correct. These manufactured kits come with many services or items not found with homemade kits such as automatic replacement of outdated medicines or emergency training videos.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Emergency Kit

7. What is an example of an item found in a dental emergency supply kit?
- nebulizer
 - syringe filled with insulin
 - an ampule of Serzone
 - a sugar source

ANS: D

	Feedback
A	Incorrect.
B	Incorrect.
C	Incorrect.
D	Correct. A sugar source, such as “icing” used for desserts, is often found in dental emergency supply kits.

PTS: 1

REF: Emergency Kit

8. Why may the dental auxiliary feel there is no need to be familiar with dental emergency supply kits?
- In most areas, it is illegal for a dental auxiliary to use the majority of the items in the kit.
 - It is the legal responsibility of the dentist to ensure that the drugs and equipment in the kit are up-to-date and in good working order.
 - Many of the items found in the kit are in general readily available in the dental exam room.
 - Emergencies are such a rare occurrence in dental practices that many auxiliaries feel they will never need to use an emergency kit.

ANS: A

	Feedback
A	Correct. Auxiliaries should be thoroughly familiar with each piece of equipment and each drug in the emergency kit, because they can help by preparing the correct drug or equipment promptly during an emergency.
B	Incorrect.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Emergency Kit

9. Found in emergency dental kits, an “ampule” is a ____.
- pre-filled syringe
 - single-dose of a drug used to fill a syringe
 - sealed container of prescription pills
 - pre-filled IV bag

ANS: B

	Feedback
A	Incorrect.
B	Correct. Most manufactured kits contain drugs in single-dose ampules that are designed to make it easy for the dental team to prepare an injection during an emergency situation.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Emergency Kit

10. All oxygen tanks are ____.
- red
 - green
 - blue
 - yellow

ANS: B

	Feedback
A	Incorrect.
B	Correct. Oxygen tanks are green, which distinguishes oxygen from other gases.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Oxygen Tank

11. Which oxygen tank attachment allows pressure to be released at a reduced rate?
- a regulator
 - a flowmeter
 - an oxygen mask
 - an adapter

ANS: A

	Feedback
A	Correct. The regulator is placed onto the tank to allow the pressure to be released at a reduced rate.
B	Incorrect.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Oxygen Tank

12. What is an advantage of using a clear mask when administering oxygen to a patient?
- If a film forms on the mask, then the oxygen in the tank has been “oxidized” and the tank must be changed.
 - It makes it easier to determine if the oxygen flow has diminished.
 - It can be determined if the patient has begun to breathe on their own because the “fogging” of the mask is easily visible.
 - The patient can easily communicate with the dental staff.

ANS: C

	Feedback
A	Incorrect.
B	Correct. It is imperative that the patient be monitored during oxygen administration to make sure he/she does not vomit into the mask and then aspirate the vomitus into his/her lungs. Furthermore, with a clear mask, the person administering the oxygen can tell when the patient has begun to breathe on her own because the mask will fog.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Oxygen Tank

13. What is the purpose of the demand-valve resuscitator?
- It senses whether a person is breathing on their own and sends a warning signal to start CPR when breathing has ceased.
 - It regulates the pressure of the oxygen being released from the tank.
 - It forces oxygen into the lungs of a person who is not breathing.
 - It synchronizes with the flowmeter and adjusts the ratio of oxygen to carbon dioxide depending on the needs of the patient.

ANS: C

	Feedback
A	Incorrect.
B	Incorrect.
C	Correct. The demand valve consists of a pushbutton, located on the face mask, that controls the flow of oxygen. When the button is pressed, oxygen goes through the mask with enough force to inflate the lungs. It continues to force oxygen into the lungs until it reaches a preset pressure, at which point it stops.
D	Incorrect.

PTS: 1

REF: Oxygen Tank

14. Which is NOT a step involved in operating an oxygen tank?
- Before securing the attachments, tap on the tank to determine if it is full.
 - Open the regulator valve all the way and then turn it back one turn.
 - Check the face mask hose for twists or knots.
 - Use the attached wrench to open the seal.

ANS: A

	Feedback
A	Correct. The seven steps for operating an oxygen tank do not include tapping on the tank to determine if it is full.
B	Incorrect.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Oxygen Tank

15. When operating an oxygen tank it is important to adjust the flowmeter to the point at which it is releasing ____ liters of oxygen.
- 2 to 4
 - 4 to 6
 - 6 to 8
 - 8 to 10

ANS: B

	Feedback
A	Incorrect.
B	Correct. There are seven steps that are important to follow when operating an oxygen tank, including adjusting the flowmeter to 4 to 6 liters.
C	Incorrect.
D	Incorrect.

PTS: 1

REF: Oxygen Tank