

Chapter 1: Phlebotomy and the Health-Care Delivery System

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- _____ 1. Phlebotomy is defined as:
 - a. the collection of blood specimens.
 - b. a technique for performing venipuncture.
 - c. an incision into a vein.
 - d. the practice of “bloodletting”.
- _____ 2. Duties of a phlebotomist include all of the following except:
 - a. transporting specimens.
 - b. interacting with hospital personnel.
 - c. transporting patients.
 - d. processing specimens.
- _____ 3. The specimen collected by a phlebotomist is:
 - a. amniotic fluid.
 - b. cerebrospinal fluid.
 - c. synovial fluid.
 - d. blood.
- _____ 4. A phlebotomist who is teaching members of the nursing service how to correctly perform phlebotomy is participating in:
 - a. accreditation.
 - b. certification.
 - c. cross-training.
 - d. both A and C.
- _____ 5. The goal of patient-focused care is to:
 - a. facilitate collection of acceptable blood specimens.
 - b. increase the efficiency of personnel.
 - c. provide additional phlebotomy training.
 - d. increase the number of personnel on the nursing unit.
- _____ 6. The health-care setting in which most phlebotomists are employed is:
 - a. blood donor center.
 - b. physician office laboratory.
 - c. reference laboratory.
 - d. hospital.
- _____ 7. A phlebotomist working in a laboratory that has decentralized the phlebotomy department may be required to:
 - a. work primarily on a patient-care unit.
 - b. transport patients from a hospital unit to the laboratory.
 - c. perform point-of-care testing.
 - d. both A and C.
- _____ 8. Increased employment of phlebotomists in home health care can be attributed to:
 - a. diagnostic related groups.
 - b. wellness screening.
 - c. specialty clinics.

d. alternative medicine.

- _____ 9. A laboratory that performs highly specialized laboratory testing is a:
- reference laboratory.
 - physician's office.
 - wellness clinic.
 - long-term care facility.
- _____ 10. All of the following are components of communication except:
- body language.
 - verbal skills.
 - technical skills.
 - listening skills.
- _____ 11. Before placing a call on hold, a phlebotomist should:
- record the caller's name.
 - check to see if it is an emergency.
 - transfer the call to the phlebotomy supervisor.
 - tell the caller his or her name.
- _____ 12. A phlebotomist who takes an examination offered by a professional phlebotomy organization is seeking:
- certification.
 - registration.
 - accreditation.
 - licensure.
- _____ 13. A phlebotomist who is authorized to place the initials PBT(ASCP) after his or her name has been:
- licensed.
 - accredited.
 - registered.
 - certified.
- _____ 14. When communicating with a patient who is hearing impaired, it is important to:
- use medical terminology.
 - look directly at the patient.
 - locate a family member.
 - perform the procedure without talking.
- _____ 15. The most important characteristic to ensure job security and advancement in phlebotomy is:
- speaking slowly and clearly.
 - flexibility.
 - smiling.
 - speaking a second language.
- _____ 16. A phlebotomist who does not make eye contact with the patient is:
- using negative body language.
 - being professional.
 - making sure all the phlebotomy equipment is present.
 - worried that the patient will faint.
- _____ 17. All of the following organizations provide a phlebotomist certification examination except:
- American Society of Clinical Pathology (ASCP)
 - American Medical Technologists (AMT)

- c. American Society of Phlebotomy Technicians (ASPT)
- d. The Joint Commission (JC)

- _____ 18. A competent professional demeanor is shown by:
 - a. neatness and cleanliness.
 - b. courtesy and cheerfulness.
 - c. pleasantness.
 - d. all of the above.
- _____ 19. When answering the telephone, phlebotomists should state:
 - a. their names.
 - b. the telephone number.
 - c. the department name.
 - d. both A and C.
- _____ 20. A patient calls the laboratory to schedule an appointment for a chest x-ray. The phlebotomist should:
 - a. record the patient's name and phone number.
 - b. tell the patient to call radiology.
 - c. put the call on hold and call radiology.
 - d. give the caller radiology's number and transfer the call.
- _____ 21. A phlebotomist who encourages a patient to express his or her concerns is:
 - a. exhibiting good listening skills.
 - b. demonstrating positive body language.
 - c. having difficulty finding a vein.
 - d. avoiding returning to the laboratory.
- _____ 22. The hospital department that performs computerized axial tomography is:
 - a. physical therapy.
 - b. radiology.
 - c. nuclear medicine.
 - d. cardiovascular testing.
- _____ 23. In the hospital setting, the clinical laboratory is part of:
 - a. nursing services.
 - b. professional services.
 - c. fiscal services.
 - d. support services.
- _____ 24. The department of the hospital that specializes in diagnostic x-rays is:
 - a. respiratory therapy.
 - b. radiology.
 - c. electrocardiography.
 - d. pharmacy.
- _____ 25. The department of the hospital that treats breathing disorders is:
 - a. nuclear medicine.
 - b. physical therapy.
 - c. occupational therapy.
 - d. respiratory therapy.
- _____ 26. The physical therapy department specializes in:
 - a. treating with water, heat, and exercise.

- b. performing arterial blood gases.
- c. dispensing medications and drugs.
- d. performing biopsies.

- ____ 27. Name the hospital department that uses radionucleotides in diagnosing and treating disease.
- a. Radiation therapy
 - b. Nuclear medicine
 - c. Pharmacy
 - d. Electroencephalography
- ____ 28. The department of the hospital that is the consultant on drug therapy is:
- a. radiology.
 - b. physical therapy.
 - c. electrocardiography.
 - d. pharmacy.
- ____ 29. The health-care professional who provides rehabilitative activities for patients with physical and mental disabilities is a(an):
- a. oncologist.
 - b. occupational therapist.
 - c. respiratory therapist.
 - d. nuclear medicine therapist.
- ____ 30. Phlebotomists should observe radiation precautions in all of the following departments except:
- a. physical therapy.
 - b. nuclear medicine.
 - c. radiation therapy.
 - d. diagnostic imaging.
- ____ 31. In which of the following patient care areas would the phlebotomist encounter the youngest patient?
- a. Pediatrics
 - b. Dialysis unit
 - c. Nursery
 - d. Neonatal nursery
- ____ 32. Traditional duties of the phlebotomist include all of the following **except**:
- a. correct labeling of all specimens with the required information.
 - b. selection of the appropriate specimen containers for the specified tests.
 - c. perform tests on patient samples in the laboratory.
 - d. collection of the appropriate amount of blood by venipuncture or dermal puncture.
- ____ 33. Nontraditional or newer duties for the phlebotomist include all of the following **except**:
- a. collection of arterial blood specimens.
 - b. performing validation studies of point-of-care (POC) testing.
 - c. monitoring the quality of specimens collected.
 - d. performing patient tests using Point of Care (POC) testing.
- ____ 34. A phlebotomist should minimize his or her use of perfumes and colognes because:
- a. patients may be allergic to certain fragrances.
 - b. perfumes and colognes may be prohibited by certain religions.
 - c. laboratory instruments may be affected by some fragrances.
 - d. perfumes and colognes may interfere with blood gas analysis results.

- ____ 35. Which of the following is a valid reason to discourage phlebotomists from wearing long or dangling jewelry, including earrings:
- a. patients may confuse these with religious symbols and become uncomfortable.
 - b. reflections from these may interfere with patient monitoring equipment.
 - c. these kinds of jewelry may contribute significantly to fatigue in the phlebotomist.
 - d. such jewelry can be grabbed by a patient or become tangled in printers.
- ____ 36. Upon the successful completion of a structured phlebotomy education program, the phlebotomist will have the opportunity to become:
- a. accredited.
 - b. validated.
 - c. certified.
 - d. inspected.
- ____ 37. Upon entering a patient's room to draw several blood specimens, the phlebotomist learns that the patient is not there but is instead in another area of the hospital receiving radiation therapy. The nursing staff members ask the phlebotomist to draw the patient's samples as soon as possible instead of waiting for the patient to return to his or her room. The phlebotomist should first look for the patient in which of the following areas of the hospital?
- a. Radiology
 - b. Intravenous team
 - c. Occupational therapy
 - d. Nuclear medicine

True/False

Indicate whether the statement is true or false.

- ____ 38. Laboratory personnel who analyze specimens do not perform phlebotomy.
- ____ 39. Phlebotomists act as liaisons between the laboratory, patients, and hospital staff.
- ____ 40. Phlebotomists may be employed in a physician's office laboratory (POL).
- ____ 41. Phlebotomists may collect specimens in long-term care facilities.
- ____ 42. Phlebotomists are not required to attend staff meetings.
- ____ 43. A health maintenance organization (HMO) provides patient services for a specific amount of time for a set prepaid fee.
- ____ 44. The food service and housekeeping departments are part of nursing services.
- ____ 45. Respiratory therapists may perform arterial punctures.
- ____ 46. The health information management department is part of nursing services.
- ____ 47. The emergency department (ED), intensive care unit (ICU), and operating room (OR) are part of professional services.
- ____ 48. The oncology patient care area treats patients with cancer.

- ____ 49. Diagnosis-related groups (DRGs) are used to determine the type and amount of hospital care a patient should receive.
- ____ 50. A hospital that does not adhere to diagnosis-related group (DRG) guidelines will make a profit.

Matching

Match the following patient care areas with its description.

- a. Acute cardiac disorders
- b. Children
- c. Newborns experiencing difficulty
- d. Postoperative patients
- e. Renal disorders

- ____ 51. Critical care unit (CCU)
- ____ 52. Recovery room
- ____ 53. Neonatal nursery
- ____ 54. Pediatrics
- ____ 55. Dialysis unit

Match the following hospital departments with the service area in which they are located.

- a. Fiscal services
- b. Nursing services
- c. Professional services
- d. Support services

- ____ 56. Purchasing
- ____ 57. Physical therapy
- ____ 58. Operating room
- ____ 59. Admitting

Chapter 1: Phlebotomy and the Health-Care Field

Answer Section

MULTIPLE CHOICE

1. ANS: C	PTS: 1	DIF: Level 1	TOP: Phlebotomy general
2. ANS: C	PTS: 1	DIF: Level 1	TOP: Phlebotomy general
3. ANS: D	PTS: 1	DIF: Level 1	TOP: Phlebotomy general
4. ANS: C	PTS: 1	DIF: Level 2	TOP: Phlebotomy general
5. ANS: B	PTS: 1	DIF: Level 1	TOP: Phlebotomy work settings
6. ANS: D	PTS: 1	DIF: Level 1	TOP: Phlebotomy work settings
7. ANS: D	PTS: 1	DIF: Level 2	TOP: Phlebotomy work settings
8. ANS: A	PTS: 1	DIF: Level 2	TOP: Phlebotomy work settings
9. ANS: A	PTS: 1	DIF: Level 2	TOP: Phlebotomy work settings
10. ANS: C	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
11. ANS: B	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
12. ANS: A	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
13. ANS: D	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
14. ANS: B	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
15. ANS: B	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
16. ANS: A	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
17. ANS: D	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
18. ANS: D	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
19. ANS: D	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
20. ANS: D	PTS: 1	DIF: Level 2	TOP: Phlebotomist characteristics
21. ANS: A	PTS: 1	DIF: Level 2	TOP: Phlebotomist characteristics
22. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
23. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
24. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
25. ANS: D	PTS: 1	DIF: Level 1	TOP: Healthcare organization
26. ANS: A	PTS: 1	DIF: Level 1	TOP: Healthcare organization
27. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
28. ANS: D	PTS: 1	DIF: Level 1	TOP: Healthcare organization
29. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
30. ANS: A	PTS: 1	DIF: Level 2	TOP: Healthcare organization
31. ANS: D	PTS: 1	DIF: Level 2	TOP: Healthcare organization
32. ANS: C	PTS: 1	DIF: Level 2	TOP: Phlebotomy general
33. ANS: B	PTS: 1	DIF: Level 2	TOP: Phlebotomy general
34. ANS: A	PTS: 1	DIF: Level 2	TOP: Phlebotomy general
35. ANS: D	PTS: 1	DIF: Level 2	TOP: Phlebotomy general
36. ANS: C	PTS: 1	DIF: Level 2	TOP: Phlebotomy general
37. ANS: D	PTS: 1	DIF: Level 2	TOP: Phlebotomy general

TRUE/FALSE

38. ANS: F	PTS: 1	DIF: Level 1	TOP: Phlebotomy general
39. ANS: T	PTS: 1	DIF: Level 1	TOP: Phlebotomy general
40. ANS: T	PTS: 1	DIF: Level 1	TOP: Phlebotomy work settings
41. ANS: T	PTS: 1	DIF: Level 1	TOP: Phlebotomy work settings
42. ANS: F	PTS: 1	DIF: Level 1	TOP: Phlebotomist characteristics
43. ANS: T	PTS: 1	DIF: Level 1	TOP: Healthcare organization
44. ANS: F	PTS: 1	DIF: Level 1	TOP: Healthcare organization
45. ANS: T	PTS: 1	DIF: Level 1	TOP: Healthcare organization
46. ANS: F	PTS: 1	DIF: Level 1	TOP: Healthcare organization
47. ANS: F	PTS: 1	DIF: Level 1	TOP: Healthcare organization
48. ANS: T	PTS: 1	DIF: Level 1	TOP: Healthcare organization
49. ANS: T	PTS: 1	DIF: Level 2	TOP: Healthcare organization
50. ANS: F	PTS: 1	DIF: Level 2	TOP: Healthcare organization

MATCHING

51. ANS: A	PTS: 1	DIF: Level 1	TOP: Healthcare organization
52. ANS: D	PTS: 1	DIF: Level 1	TOP: Healthcare organization
53. ANS: C	PTS: 1	DIF: Level 1	TOP: Healthcare organization
54. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
55. ANS: E	PTS: 1	DIF: Level 1	TOP: Healthcare organization
56. ANS: D	PTS: 1	DIF: Level 1	TOP: Healthcare organization
57. ANS: C	PTS: 1	DIF: Level 1	TOP: Healthcare organization
58. ANS: B	PTS: 1	DIF: Level 1	TOP: Healthcare organization
59. ANS: A	PTS: 1	DIF: Level 1	TOP: Healthcare organization