

Chapter 1: Phlebotomy and the Health-care Field

Multiple Choice

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.”

ANS: C

KEY: Topic: Phlebotomy general

DIF: Level 1

Learning Objective: 1.2

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.

ANS: C

KEY: Topic: Phlebotomy general

DIF: Level 1

Learning Objective: 1.1

3. The specimen collected by a phlebotomist is:

- A. amniotic fluid.
- B. cerebrospinal fluid.
- C. synovial fluid.
- D. blood.

ANS: D

KEY: Topic: Phlebotomy general

DIF: Level 1

Learning Objective: 1.9

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.

ANS: C

KEY: Topic: Phlebotomy general

DIF: Level 2

Learning Objective: 1.1

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.

ANS: B

KEY: Topic: Phlebotomy work settings

DIF: Level 1

Learning Objective: 1.1

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.

ANS: D

KEY: Topic: Phlebotomy work settings

DIF: Level 1

Learning Objective: 1.12

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.

ANS: D

KEY: Topic: Phlebotomy work settings

DIF: Level 2

Learning Objective: 1.1

8. Additional duties a phlebotomist may perform due to decentralization include all of the following **except**:

- A. performing an electrocardiogram.
- B. measuring a patient's blood pressure.
- C. collecting arterial blood specimens.
- D. performing patient coding and billing procedures.

ANS: D

KEY: Topic: Phlebotomy work settings

DIF: Level 2

Learning Objective: 1.1

9. A laboratory that performs highly specialized laboratory testing is a:

- A. reference laboratory.
- B. physician's office.
- C. wellness clinic.
- D. long-term care facility.

ANS: A

KEY: Topic: Phlebotomy work settings

DIF: Level 2

Learning Objective: 1.12

10. All of the following are components of communication **except**:

- A. body language.
- B. verbal skills.
- C. technical skills.
- D. listening skills.

ANS: C

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.4

11. Before placing a call on hold, a phlebotomist should:

- A. record the caller's name.
- B. check to see if it is an emergency.
- C. transfer the call to the phlebotomy supervisor.
- D. tell the caller his or her name.

ANS: B

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.7

12. A phlebotomist who takes an examination offered by a professional phlebotomy organization is seeking:

- A. certification.
- B. registration.
- C. accreditation.
- D. licensure.

ANS: A

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.2

13. A phlebotomist who is authorized to place the initials "PBT(ASCP)" after his or her name has been:

- A. licensed.
- B. accredited.
- C. registered.
- D. certified.

ANS: D

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.2

14. When communicating with a patient who is hearing impaired, it is important to:

- A. use medical terminology.

- B. look directly at the patient and speak clearly.
- C. locate a family member.
- D. perform the procedure without talking.

ANS: B

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.3

15. The most important characteristic to ensure job security and advancement in phlebotomy is:

- A. speaking slowly and clearly.
- B. flexibility.
- C. smiling.
- D. speaking a second language.

ANS: B

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.2

16. All of the following organizations provide a phlebotomist certification examination **except**:

- A. American Society of Clinical Pathology (ASCP).
- B. American Medical Technologists (AMT).
- C. American Society of Phlebotomy Technicians (ASPT).
- D. The Joint Commission (TJC).

ANS: D

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.2

17. A competent professional demeanor is shown by:

- A. neatness and cleanliness.
- B. courtesy and cheerfulness.
- C. pleasantness.
- D. all of the above.

ANS: D

KEY: Topic: Phlebotomist characteristics

DIF: Level 1

Learning Objective: 1.2

18. 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.

ANS: D

KEY: Topic: Phlebotomist characteristics

DIF: Level 2

Learning Objective: 1.7

19. The hospital department that performs computerized axial tomography is:

- A. physical therapy.
- B. radiology.
- C. nuclear medicine.
- D. cardiovascular testing.

ANS: B

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

20. The department of the hospital that performs electrocardiograms (ECGs) and stress tests is:

- A. respiratory therapy.
- B. radiology.
- C. electrocardiography.
- D. pharmacy.

ANS: C

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

21. The department of the hospital that treats breathing disorders is:

- A. nuclear medicine.

- B. physical therapy.
- C. occupational therapy.
- D. respiratory therapy.

ANS: D

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

22. 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.

ANS: A

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

24. The hospital department that uses radionucleotides in diagnosing and treating disease is:

- A. radiation therapy.
- B. nuclear medicine.
- C. pharmacy.
- D. electroencephalography.

ANS: B

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

25. The department of the hospital that is the consultant on drug therapy is:

- A. radiology.
- B. physical therapy.
- C. electrocardiography.
- D. pharmacy.

ANS: D

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

26. The health-care professional who provides rehabilitating activities for patients with physical and mental disabilities is a(an):

- A. oncologist.
- B. occupational therapist.
- C. respiratory therapist.
- D. nuclear medicine therapist.

ANS: B

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

27. Phlebotomists should observe radiation precautions in all of the following departments **except:**

- A. physical therapy.
- B. nuclear medicine.
- C. radiation therapy.
- D. diagnostic imaging.

ANS: A

KEY: Topic: Healthcare organization

DIF: Level 2

Learning Objective: 1.11

28. 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.

ANS: D

KEY: Topic: Healthcare organization

DIF: Level 2

Learning Objective: 1.11

29. Nontraditional or newer duties for the phlebotomist include all of the following **except**:

- A. collecting arterial blood specimens.
- B. performing validation studies of point-of-care testing.
- C. monitoring the quality of specimens collected.
- D. performing patient tests using point-of-care testing.

ANS: B

KEY: Topic: Phlebotomy general

DIF: Level 2

Learning Objective: 1.1

30. 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.

ANS: A

KEY: Topic: Phlebotomy general

DIF: Level 2

Learning Objective: 1.2

31. 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.

ANS: D

KEY: Topic: Phlebotomy general

DIF: Level 2

Learning Objective: 1.2

32. 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.

ANS: C

KEY: Topic: Phlebotomy general

DIF: Level 2

Learning Objective: 1.2

33. Failure to appear or late arrival by a phlebotomist can be characterized as:

- A. competent.
- B. committed .
- C. respectful.
- D. undependable.

ANS: D

KEY: TOPIC: Professionalism

DIF: 1

Learning Objective: 1.2

34. All of the following are professional characteristics **except**:

- A. working an extra shift when a colleague calls in sick.
- B. wearing a wrinkled uniform.
- C. being sensitive to a patient's concerns.
- D. protecting patient confidentiality.

ANS: B

KEY: TOPIC: Professionalism

DIF: 2

Learning Objective: 1.2

35. Which of the following is not true about the Health Insurance Portability and Accountability Act (HIPAA)?

- A. Its primary goal is to protect the confidentiality of protected health information.
- B. Health-care providers must obtain written consent to release patient information.
- C. It is a federal law that was developed in 1996.
- D. Violation of a HIPAA law can result in termination of employment.

ANS: C

KEY: TOPIC: Professionalism

DIF: 2

Learning Objective: 1.9

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

36. Critical care unit (CCU)

37. Recovery room

38. Neonatal nursery

39. Pediatrics

40. Dialysis unit

36. ANS: A

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

37. ANS: D

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

38. ANS: C

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

39. ANS: B

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

40. ANS: E

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

Matching

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

41. Purchasing

42. Physical therapy

43. Operating room

44. Admitting

41. ANS: D

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

42. ANS: C

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

43. ANS: B

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

44. ANS: A

KEY: Topic: Healthcare organization

DIF: Level 1

Learning Objective: 1.11

Short Answers

45. Describe the three components of effective communication.

ANS: See Chapter 1, Page 7

KEY: Topic: Communication

DIF: 1

Learning Objective: 1.4

46. State six rules of proper telephone etiquette.

ANS: See Chapter 1, Page 10

KEY: Topic: Communication

DIF: 1

Learning Objective: 1.7

47. Describe the different health-care settings in which a phlebotomist may be employed.

ANS: See Chapter 1, Pages 13-18

KEY: Topic: Health care settings

DIF: 1

Learning Objective: 1.12

48. Discuss the differences between certification and accreditation.

ANS: See Chapter 1, Pages 10-11

KEY: Topic: Professionalism

DIF: 1

Learning Objective: 1.2

49. List some barriers to communication and how to overcome them.

ANS: See Chapter 1, pages 7-8

KEY: Communication

DIF: 2

Learning Objective: 1.5