

Student: _____

1. Phlebotomy may be used to help treat which of the following medical conditions?
 - A. Polycythemia vera
 - B. Diabetes mellitus
 - C. Hypertension
 - D. Anemia
2. Opportunities for phlebotomy employment at inpatient facilities include all of these EXCEPT:
 - A. Doctor's office
 - B. Hospitals
 - C. Nursing homes
 - D. Rehabilitation centers
3. Routine inspections by which of the following agencies ensure that hospital and reference laboratories are following standards of performance for laboratory testing and phlebotomy procedures?
 - A. CAP
 - B. CLSI
 - C. NAACLS
 - D. NCCLS
4. Which agency is responsible for hospital accreditation?
 - A. CLIA
 - B. TJC
 - C. NAACLS
 - D. OSHA
5. Work-related injuries are reported to the:
 - A. CDC
 - B. DOT
 - C. EPA
 - D. OSHA
6. Blood and blood products that are used in treatment of patients must be labeled according to the standards set forth by which agency?
 - A. AABB
 - B. CDC
 - C. EPA
 - D. FDA
7. Neonatologists diagnose and treat disorders associated with:
 - A. Elderly patients
 - B. Newborn infants
 - C. Pregnant women
 - D. Male reproduction
8. The assessment and treatment of hormone disorders is the function of which medical specialty?
 - A. Diagnostic imaging
 - B. Endocrinology
 - C. Physical therapy
 - D. Respiratory Care

9. The identification of pathogens that cause infections is the function of:
 - A. Clinical Chemistry
 - B. Histology
 - C. Immunology
 - D. Microbiology
10. The measurement of proteins, lipids, hormones, and other substances in serum is the function of:
 - A. Clinical Chemistry
 - B. Histology
 - C. Immunology
 - D. Microbiology
11. Examining blood smears to confirm CBC findings is the responsibility of which medical laboratory section?
 - A. Cytology
 - B. Hematology
 - C. Histology
 - D. Immunology
12. Coagulation studies are usually the responsibility of which medical laboratory section?
 - A. Blood Bank
 - B. Chemistry
 - C. Hematology
 - D. Immunology
13. Determining whether or not a pathogen is resistant to an antibiotic is the responsibility of which medical laboratory section?
 - A. Blood Bank
 - B. Chemistry
 - C. Immunology
 - D. Microbiology
14. While working in the specimen processing area, you are asked to deliver specimens for trace element testing. To which of the following laboratory sections will you deliver these specimens?
 - A. Chemistry
 - B. Hematology
 - C. Immunology
 - D. Molecular Pathology
15. While working in the specimen processing area, you are asked to deliver specimens for coagulation testing. To which of the following laboratory sections will you deliver these specimens?
 - A. Chemistry
 - B. Hematology
 - C. Immunology
 - D. Molecular Pathology
16. While working in the specimen processing area, you are asked to deliver specimens for flow cytometry. To which of the following laboratory sections will you deliver these specimens?
 - A. Chemistry
 - B. Hematology
 - C. Molecular Pathology
 - D. Urinalysis
17. While working in the specimen processing area, you are asked to deliver specimens for urine pregnancy testing. To which of the following laboratory sections will you deliver these specimens?
 - A. Blood bank
 - B. Hematology
 - C. Molecular Pathology
 - D. Urinalysis

18. While working in the specimen processing area, you are asked to deliver specimens for blood typing and cross-match. To which of the following laboratory sections will you deliver these specimens?
- A. Chemistry
 - B. Hematology
 - C. Immunohematology
 - D. Immunology
19. While returning to the laboratory, you encounter a new employee who needs to deliver a surgical specimen that will be processed, stained, and evaluated by a pathologist for final diagnosis. To which laboratory section will you direct this employee?
- A. Cytology
 - B. Histology
 - C. Pathology
 - D. Transcription
20. While returning to the laboratory, you encounter a doctor's office courier who needs to deliver gynecologic specimens for analysis. To which laboratory section will you direct this courier?
- A. Cytology
 - B. Histology
 - C. Immunology
 - D. Pathology
21. While answering the telephone, you are asked by physician office staff to speak with someone who can give them preliminary blood culture results. To which laboratory section will you direct this call?
- A. Hematology
 - B. Immunology
 - C. Microbiology
 - D. Molecular Pathology
22. While answering the telephone, you are asked by physician office staff to speak with someone who can give them preliminary results concerning a patient's complete blood count. To which laboratory section will you direct this call?
- A. Hematology
 - B. Immunology
 - C. Immunohematology
 - D. Molecular Pathology
23. While answering the telephone, you are asked by physician office staff to speak with someone who can give them preliminary results concerning a patient's cholesterol. To which laboratory section will you direct this call?
- A. Chemistry
 - B. Hematology
 - C. Histology
 - D. Immunology
24. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is awaiting a visit from the anesthesiologist. This patient is
- A. about to receive pain management before going to surgery.
 - B. being assessed for heart disease
 - C. about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy
25. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is in the oncology unit. This patient is
- A. about to receive pain management before going to surgery.
 - B. being assessed for heart disease
 - C. about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy

26. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is in the cardiac care unit. This patient is
- A. about to receive pain management before going to surgery.
 - B. being evaluated and treated for heart disease.
 - C. about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy
27. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is awaiting a procedure in radiology. This patient is
- A. about to receive pain management before going to surgery.
 - B. being assessed for heart disease
 - C. about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy
28. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform an ultrasound. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Physical therapy
 - C. Radiology
 - D. Respiratory therapy
29. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform breathing treatments. To which department will you direct or take the patient?
- A. Electroencephalography
 - B. Occupational therapy
 - C. Physical therapy
 - D. Respiratory therapy
30. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform brain wave testing. To which department will you direct or take the patient?
- A. Electroencephalography
 - B. Physical therapy
 - C. Radiology
 - D. Respiratory therapy
31. After completing a blood collection on an outpatient, the patient states that they have heart medication to pick up. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Electroencephalography
 - C. Pharmacy
 - D. Radiology
32. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform heart testing. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Electroencephalography
 - C. Physical therapy
 - D. Respiratory therapy

33. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will teach them rehabilitative exercises. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Occupational therapy
 - C. Physical therapy
 - D. Respiratory therapy
34. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will teach them how to cope with their physical disability. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Occupational therapy
 - C. Physical therapy
 - D. Respiratory therapy
35. The term *phlebotomy* comes from Greek words that translate to mean:
- A. Draw blood
 - B. Cut a vein
 - C. Drain blood
 - D. Dermal cut
36. You enter a patient's room to collect a blood specimen and find another health care worker talking with the patient about proper diet for their medical condition. This health care worker is most likely a:
- A. Registered Dietitian
 - B. Occupational Therapist
 - C. Physical Therapist
 - D. Respiratory Therapist
37. You enter a patient's room to collect a blood specimen and find another health care worker who is assisting the patient with breathing exercises. This health care worker is most likely a(n):
- A. Registered Dietitian
 - B. Occupational Therapist
 - C. Physical Therapist
 - D. Respiratory Therapist
38. Evaluate which of the following scenarios would LEAST contribute to customer satisfaction.
- A. A medical office receptionist tells a patient to "have a seat," without making eye contact.
 - B. A phlebotomist fumbles with equipment assembly and does not appear ready to perform the blood collection.
 - C. A healthcare worker encounters a lost visitor and assists this person to his/her destination.
 - D. Every health care worker a visitor encounters greets him cheerfully and asks if he needs assistance.
39. A laboratory professional who has the same level of training as a Medical Laboratory Technician includes (*check all that apply*).
- A. Cytologist
 - B. Histologic Technician
 - C. Medical laboratory Assistant
 - D. Phlebotomist

40. A laboratory professional who has the same level of training as a Medical Laboratory Scientist includes *(check all that apply)*.
- i. Cytologist
 - ii. Histologist
 - iii. Pathologist
 - iv. Phlebotomist
- A. i and ii
B. i and iii
C. ii and iv
D. iii and iv
41. Medical care for an elderly person would best be delivered by a physician who is a
- A. Family practice physician
B. Gerontologist
C. Neonatologist
D. Pediatrician
42. A person who is having symptoms that may be caused by a disorder of an organ would probably be referred to a physician who is a(an)
- A. Internist
B. Nephrologist
C. Oncologist
D. Orthopedist
43. A physician who specializes in the diagnosis and treatment of malignant tumors is known as a(an).
- A. Cytologist
B. Oncologist
C. Pathologist
D. Radiotherapist
44. A child is going to surgery for treatment of a joint disorder. This child's surgeon is most likely a(an).
- A. General surgeon
B. Orthopedic surgeon
C. Pathologist
D. Pediatric physician
45. Physicians who diagnose and treat disorders of the urinary tract may be *(check all that apply)*
- i. Gerontologists
 - ii. Nephrologists
 - iii. Orthopedists
 - iv. Urologists
- A. i and iii
B. ii and iv
C. i and ii
D. iii and iv
46. Which element below is NOT a part of the communication loop?
- A. sender
B. receiver
C. observer
D. message
47. Clarification that is needed during communication is called:
- A. a barrier
B. feedback
C. interference
D. the message

48. Telling a patient that the venipuncture will not hurt is an example of:
- A. a barrier
 - B. feedback
 - C. false assurance
 - D. street talk
49. Telling a patient that you are going to obtain a blood sample, rather than stating you are going to perform a venipuncture, helps to eliminate:
- A. a barrier
 - B. feedback
 - C. false assurance
 - D. street talk
50. When collecting specimens from patients who are unconscious, it is best to
- A. speak loudly and use hand gestures.
 - B. remain silent, the patient cannot hear anyway.
 - C. communicate in the same manner as usual.
 - D. talk about the patient with visitors.

1 Key

1. Phlebotomy may be used to help treat which of the following medical conditions?
- A.** Polycythemia vera
 - B. Diabetes mellitus
 - C. Hypertension
 - D. Anemia

The removal of excess blood volume as seen in Polycythemia vera is often treated with phlebotomy.

*Blooms: Understand
Booth - Chapter 01 #1
Difficulty Level: Easy*

Learning Outcome: 1.1a Summarize the definition and history of phlebotomy.

NAACLS Competency: 1.1 Identify the health care providers in hospitals and clinics and the phlebotomists role as a member of this health care team.

2. Opportunities for phlebotomy employment at inpatient facilities include all of these EXCEPT:
- A.** Doctor's office
 - B. Hospitals
 - C. Nursing homes
 - D. Rehabilitation centers

A doctor's office does not house inpatients.

*Blooms: Remember
Booth - Chapter 01 #2
Difficulty Level: Easy*

Learning Outcome: 1.2a Explain the role of the phlebotomist in the various healthcare facilities where phlebotomists may be employed.

NAACLS Competency: 1.1 Identify the health care providers in hospitals and clinics and the phlebotomists role as a member of this health care team.

3. Routine inspections by which of the following agencies ensure that hospital and reference laboratories are following standards of performance for laboratory testing and phlebotomy procedures?
- A. CAP
 - B.** CLSI
 - C. NAACLS
 - D. NCCLS

The College of American Pathologists (CAP) regularly inspects hospital and reference laboratories.

*Blooms: Remember
Booth - Chapter 01 #3
Difficulty Level: Easy*

Learning Outcome: 1.4 Recognize the agencies that regulate hospitals and medical laboratories.

4. Which agency is responsible for hospital accreditation?
- A. CLIA
 - B.** TJC
 - C. NAACLS
 - D. OSHA

The Joint Commission (TJC), formerly called JACHO, accredits hospitals.

*Blooms: Remember
Booth - Chapter 01 #4
Difficulty Level: Easy*

Learning Outcome: 1.4 Recognize the agencies that regulate hospitals and medical laboratories.

5. Work-related injuries are reported to the:
- A. CDC
 - B. DOT
 - C. EPA
 - D. OSHA**

Work-related injuries are reported to the Occupational Safety and Health Administration (OSHA),

*Blooms: Remember
Booth - Chapter 01 #5
Difficulty Level: Easy*

Learning Outcome: 1.4 Recognize the agencies that regulate hospitals and medical laboratories.

6. Blood and blood products that are used in treatment of patients must be labeled according to the standards set forth by which agency?
- A. AABB
 - B. CDC
 - C. EPA
 - D. FDA**

Blood and blood products that are used in treatment of patients must be labeled according to Food and Drug Administration (FDA) standards.

*Blooms: Remember
Booth - Chapter 01 #6
Difficulty Level: Easy*

Learning Outcome: 1.4 Recognize the agencies that regulate hospitals and medical laboratories.

7. Neonatologists diagnose and treat disorders associated with:
- A. Elderly patients
 - B. Newborn infants**
 - C. Pregnant women
 - D. Male reproduction

Neonatologists diagnosis and treat of disorders associated with newborns.

*Blooms: Remember
Booth - Chapter 01 #7
Difficulty Level: Easy*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

8. The assessment and treatment of hormone disorders is the function of which medical specialty?
- A. Diagnostic imaging
 - B. Endocrinology**
 - C. Physical therapy
 - D. Respiratory Care

The assessment and treatment of hormone disorders is the function of endocrinology

*Blooms: Remember
Booth - Chapter 01 #8
Difficulty Level: Easy*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

9. The identification of pathogens that cause infections is the function of:
- A. Clinical Chemistry
 - B. Histology
 - C. Immunology
 - D. Microbiology**

Microbiology identifies pathogens that cause infections.

*Blooms: Remember
Booth - Chapter 01 #9
Difficulty Level: Easy*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

10. The measurement of proteins, lipids, hormones, and other substances in serum is the function of:
- A. Clinical Chemistry**
 - B. Histology
 - C. Immunology
 - D. Microbiology

Clinical chemistry analyzes serum for proteins, lipids, hormones, and other substances in serum.

*Blooms: Understand
Booth - Chapter 01 #10
Difficulty Level: Easy*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

11. Examining blood smears to confirm CBC findings is the responsibility of which medical laboratory section?
- A. Cytology
 - B. Hematology**
 - C. Histology
 - D. Immunology

The hematology section is responsible for examining blood smears to confirm CBC findings.

*Blooms: Understand
Booth - Chapter 01 #11
Difficulty Level: Easy*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

12. Coagulation studies are usually the responsibility of which medical laboratory section?
- A. Blood Bank
 - B. Chemistry
 - C. Hematology**
 - D. Immunology

Coagulation studies are typically performed in the hematology section.

*Blooms: Understand
Booth - Chapter 01 #12
Difficulty Level: Easy*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

13. Determining whether or not a pathogen is resistant to an antibiotic is the responsibility of which medical laboratory section?
- A. Blood Bank
 - B. Chemistry
 - C. Immunology
 - D. Microbiology**

The microbiology section determines whether or not a pathogen is resistant to an antibiotic.

*Blooms: Understand
Booth - Chapter 01 #13
Difficulty Level: Easy*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

14. While working in the specimen processing area, you are asked to deliver specimens for trace element testing. To which of the following laboratory sections will you deliver these specimens?
- A. Chemistry**
 - B. Hematology
 - C. Immunology
 - D. Molecular Pathology

The chemistry section may perform toxicology studies such as trace elements.

*Blooms: Apply
Booth - Chapter 01 #14
Difficulty Level: Moderate*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

15. While working in the specimen processing area, you are asked to deliver specimens for coagulation testing. To which of the following laboratory sections will you deliver these specimens?
- A. Chemistry
 - B. Hematology**
 - C. Immunology
 - D. Molecular Pathology

The hematology section usually performs coagulation tests.

*Blooms: Apply
Booth - Chapter 01 #15
Difficulty Level: Moderate*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

16. While working in the specimen processing area, you are asked to deliver specimens for flow cytometry. To which of the following laboratory sections will you deliver these specimens?
- A. Chemistry
 - B. Hematology
 - C. Molecular Pathology**
 - D. Urinalysis

The molecular pathology section may perform flow cytometry studies.

*Blooms: Apply
Booth - Chapter 01 #16
Difficulty Level: Moderate*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

17. While working in the specimen processing area, you are asked to deliver specimens for urine pregnancy testing. To which of the following laboratory sections will you deliver these specimens?
- A. Blood bank
 - B. Hematology
 - C. Molecular Pathology
 - D. Urinalysis**

Urine pregnancy tests are usually performed by the urinalysis section.

Blooms: Apply

Booth - Chapter 01 #17

Difficulty Level: Moderate

Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.

NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.

18. While working in the specimen processing area, you are asked to deliver specimens for blood typing and cross-match. To which of the following laboratory sections will you deliver these specimens?
- A. Chemistry
 - B. Hematology
 - C. Immunohematology**
 - D. Immunology

Immunohematology, also called blood bank, performs blood typing and cross-matching for transfusion.

Blooms: Apply

Booth - Chapter 01 #18

Difficulty Level: Moderate

Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.

NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.

19. While returning to the laboratory, you encounter a new employee who needs to deliver a surgical specimen that will be processed, stained, and evaluated by a pathologist for final diagnosis. To which laboratory section will you direct this employee?
- A. Cytology
 - B. Histology**
 - C. Pathology
 - D. Transcription

The histology section prepares surgical specimens for examination by pathologists.

Blooms: Apply

Booth - Chapter 01 #19

Difficulty Level: Moderate

Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.

NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.

20. While returning to the laboratory, you encounter a doctor's office courier who needs to deliver gynecologic specimens for analysis. To which laboratory section will you direct this courier?
- A. Cytology**
 - B. Histology
 - C. Immunology
 - D. Pathology

Gynecologic specimens are the most frequent specimen examined by cytology.

Blooms: Apply

Booth - Chapter 01 #20

Difficulty Level: Moderate

Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.

NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.

21. While answering the telephone, you are asked by physician office staff to speak with someone who can give them preliminary blood culture results. To which laboratory section will you direct this call?
- A. Hematology
 - B. Immunology
 - C. Microbiology**
 - D. Molecular Pathology

Blood cultures are performed in microbiology.

*Blooms: Apply
Booth - Chapter 01 #21
Difficulty Level: Moderate*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

22. While answering the telephone, you are asked by physician office staff to speak with someone who can give them preliminary results concerning a patient's complete blood count. To which laboratory section will you direct this call?
- A. Hematology**
 - B. Immunology
 - C. Immunochemistry
 - D. Molecular Pathology

CBCs are performed in hematology.

*Blooms: Apply
Booth - Chapter 01 #22
Difficulty Level: Moderate*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

23. While answering the telephone, you are asked by physician office staff to speak with someone who can give them preliminary results concerning a patient's cholesterol. To which laboratory section will you direct this call?
- A. Chemistry**
 - B. Hematology
 - C. Histology
 - D. Immunology

Cholesterol and other chemical analyses are performed in chemistry.

*Blooms: Apply
Booth - Chapter 01 #23
Difficulty Level: Moderate*

*Learning Outcome: 1.3c List the types of laboratory procedures performed in the various sections of the clinical laboratory department.
NAACLS Competency: 1.5 List the types of laboratory procedures performed in the various disciplines of the clinical laboratory department.*

24. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is awaiting a visit from the anesthesiologist. This patient is
- A. about to receive pain management before going to surgery.**
 - B. being assessed for heart disease
 - C. about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy

Patients see the anesthesiologist to receive pain managing drugs, just before going to surgery.

*Blooms: Understand
Booth - Chapter 01 #24
Difficulty Level: Moderate*

*Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.
NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.*

25. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is in the oncology unit. This patient is
- A. about to receive pain management before going to surgery.
 - B. being assessed for heart disease
 - C. about to undergo a procedure for diagnostic imaging.
 - D.** being treated for cancer with chemotherapy

Patients who are in oncology are usually receiving treatment for cancer.

*Blooms: Understand
Booth - Chapter 01 #25
Difficulty Level: Moderate*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

26. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is in the cardiac care unit. This patient is
- A. about to receive pain management before going to surgery.
 - B.** being evaluated and treated for heart disease.
 - C. about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy

Patients who are in the cardiac care unit (CCU) are being evaluated and treated for heart disease.

*Blooms: Understand
Booth - Chapter 01 #26
Difficulty Level: Moderate*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

27. As the phlebotomist assigned to STAT blood collections, you are asked to collect a specimen from a patient who is awaiting a procedure in radiology. This patient is
- A. about to receive pain management before going to surgery.
 - B. being assessed for heart disease
 - C.** about to undergo a procedure for diagnostic imaging.
 - D. being treated for cancer with chemotherapy

Patients who are visiting radiology undergo procedures for diagnostic imaging.

*Blooms: Understand
Booth - Chapter 01 #27
Difficulty Level: Moderate*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

28. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform an ultrasound. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Physical therapy
 - C.** Radiology
 - D. Respiratory therapy

The radiology department performs ultrasound and other diagnostic imaging.

*Blooms: Apply
Booth - Chapter 01 #28
Difficulty Level: Moderate*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

29. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform breathing treatments. To which department will you direct or take the patient?
- A. Electroencephalography
 - B. Occupational therapy
 - C. Physical therapy
 - D. Respiratory therapy**

Respiratory therapy assists patients with breathing.

Blooms: Apply

Booth - Chapter 01 #29

Difficulty Level: Moderate

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

30. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform brain wave testing. To which department will you direct or take the patient?
- A. Electroencephalography**
 - B. Physical therapy
 - C. Radiology
 - D. Respiratory therapy

Electroencephalography performs testing of brain wave function.

Blooms: Apply

Booth - Chapter 01 #30

Difficulty Level: Moderate

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

31. After completing a blood collection on an outpatient, the patient states that they have heart medication to pick up. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Electroencephalography
 - C. Pharmacy**
 - D. Radiology

The pharmacy provides medication for inpatients and outpatients.

Blooms: Apply

Booth - Chapter 01 #31

Difficulty Level: Moderate

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

32. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will perform heart testing. To which department will you direct or take the patient?
- A. Electrocardiography**
 - B. Electroencephalography
 - C. Physical therapy
 - D. Respiratory therapy

Electrocardiography records the electrical pattern of the heart.

Blooms: Apply

Booth - Chapter 01 #32

Difficulty Level: Moderate

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

33. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will teach them rehabilitative exercises. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Occupational therapy
 - C. Physical therapy**
 - D. Respiratory therapy

Physical therapy treats patients using rehabilitative exercises.

Blooms: Apply
Booth - Chapter 01 #33
Difficulty Level: Moderate

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

34. After completing a blood collection on an outpatient, the patient states that they have an appointment with the department that will teach them how to cope with their physical disability. To which department will you direct or take the patient?
- A. Electrocardiography
 - B. Occupational therapy**
 - C. Physical therapy
 - D. Respiratory therapy

Occupational therapy assists patients with learning to function as normal as possible within their level of disability.

Blooms: Apply
Booth - Chapter 01 #34
Difficulty Level: Moderate

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

35. The term *phlebotomy* comes from Greek words that translate to mean:
- A. Draw blood
 - B. Cut a vein**
 - C. Drain blood
 - D. Dermal cut

The term *phlebotomy* comes from Greek words that translate to mean cut a vein.

Blooms: Remember
Booth - Chapter 01 #35
Difficulty Level: Easy

Learning Outcome: 1.1a Summarize the definition and history of phlebotomy.

NAACLS Competency: 1.1 Identify the health care providers in hospitals and clinics and the phlebotomists role as a member of this health care team.

36. You enter a patient's room to collect a blood specimen and find another health care worker talking with the patient about proper diet for their medical condition. This health care worker is most likely a:
- A. Registered Dietitian**
 - B. Occupational Therapist
 - C. Physical Therapist
 - D. Respiratory Therapist

A Registered Dietitian is trained to counsel patients about proper diet.

Blooms: Understand
Booth - Chapter 01 #36
Difficulty Level: Easy

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

37. You enter a patient's room to collect a blood specimen and find another health care worker who is assisting the patient with breathing exercises. This health care worker is most likely a(n):
- A. Registered Dietitian
 - B. Occupational Therapist
 - C. Physical Therapist
 - D. Respiratory Therapist**

A Respiratory Therapist is trained in assisting patients with breathing exercises.

*Blooms: Understand
Booth - Chapter 01 #37
Difficulty Level: Easy*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

38. Evaluate which of the following scenarios would LEAST contribute to customer satisfaction.
- A. A medical office receptionist tells a patient to "have a seat," without making eye contact.
 - B. A phlebotomist fumbles with equipment assembly and does not appear ready to perform the blood collection.**
 - C. A healthcare worker encounters a lost visitor and assists this person to his/her destination.
 - D. Every health care worker a visitor encounters greets him cheerfully and asks if he needs assistance.

Customer satisfaction can suffer when the phlebotomist is not prepared to do his/her job.

*Blooms: Understand
Booth - Chapter 01 #38
Difficulty Level: Easy*

Learning Outcome: 1.5 Summarize the qualities and characteristics of a phlebotomist.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

39. A laboratory professional who has the same level of training as a Medical Laboratory Technician includes (*check all that apply*).
- A. Cytologist
 - B. Histologic Technician**
 - C. Medical laboratory Assistant
 - D. Phlebotomist

HTs and MLTs both require special training, and work under supervision of a bachelor's degreed professional; and both may require an associate's degree.

*Blooms: Understand
Booth - Chapter 01 #39
Difficulty Level: Easy*

Learning Outcome: 1.3b Recognize the roles of medical laboratory personnel.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

40. A laboratory professional who has the same level of training as a Medical Laboratory Scientist includes (*check all that apply*).
- i. Cytologist
 - ii. Histologist
 - iii. Pathologist
 - iv. Phlebotomist
- A.** i and ii
B. i and iii
C. ii and iv
D. iii and iv

CTs, HLTs, and MLSs all require at least a bachelor's degree, special training, and can supervise lesser credentialed staff.

*Blooms: Understand
Booth - Chapter 01 #40
Difficulty Level: Easy*

Learning Outcome: 1.3b Recognize the roles of medical laboratory personnel.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

41. Medical care for an elderly person would best be delivered by a physician who is a
- A. Family practice physician
B. Gerontologist
C. Neonatologist
D. Pediatrician

Gerontologists are medical doctors specializing in disorders of the elderly.

*Blooms: Understand
Booth - Chapter 01 #41
Difficulty Level: Easy*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

42. A person who is having symptoms that may be caused by a disorder of an organ would probably be referred to a physician who is a(an)
- A.** Internist
B. Nephrologist
C. Oncologist
D. Orthopedist

Internists are medical doctors specializing in diagnosis and treatment of disorders related to the internal organs.

*Blooms: Understand
Booth - Chapter 01 #42
Difficulty Level: Easy*

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

43. A physician who specializes in the diagnosis and treatment of malignant tumors is known as a(an).
A. Cytologist
B. Oncologist
C. Pathologist
D. Radiotherapist

The oncologist is a physician specializing in the diagnosis and treatment of malignant tumors.

Blooms: Remember
Booth - Chapter 01 #43
Difficulty Level: Easy

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

44. A child is going to surgery for treatment of a joint disorder. This child's surgeon is most likely a(an).
A. General surgeon
B. Orthopedic surgeon
C. Pathologist
D. Pediatric physician

An orthopedic surgeon provides surgical intervention for bone and joint disorders

Blooms: Understand
Booth - Chapter 01 #44
Difficulty Level: Easy

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

45. Physicians who diagnose and treat disorders of the urinary tract may be (*check all that apply*)
i. Gerontologists
ii. Nephrologists
iii. Orthopedists
iv. Urologists
A. i and iii
B. ii and iv
C. i and ii
D. iii and iv

Nephrologists and urologists diagnose and treat disorders of the urinary tract.

Blooms: Remember
Booth - Chapter 01 #45
Difficulty Level: Easy

Learning Outcome: 1.2b Describe hospital departments and their relationship to the practice of phlebotomy.

NAACLS Competency: 1.2 Describe the various hospital departments and their major functions in which the phlebotomist may interact in his/her role.

46. Which element below is NOT a part of the communication loop?
A. sender
B. receiver
C. observer
D. message

The communication loop involves four basic elements: the sender, the message, the receiver, and feedback. An observer to this process is NOT part of the loop.

Blooms: Remember
Booth - Chapter 01 #46
Difficulty Level: Easy

Learning Outcome: 1.5 Summarize the qualities and characteristics of a phlebotomist.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

47. Clarification that is needed during communication is called:
- A. a barrier
 - B. feedback**
 - C. interference
 - D. the message

Clarification that is needed during communication is called feedback.

*Blooms: Remember
Booth - Chapter 01 #47
Difficulty Level: Easy*

Learning Outcome: 1.5 Summarize the qualities and characteristics of a phlebotomist.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

48. Telling a patient that the venipuncture will not hurt is an example of:
- A. a barrier
 - B. feedback
 - C. false assurance**
 - D. street talk

Telling a patient that the venipuncture will not hurt is an example of false reassurance and should be avoided.

*Blooms: Remember
Booth - Chapter 01 #48
Difficulty Level: Easy*

Learning Outcome: 1.5 Summarize the qualities and characteristics of a phlebotomist.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

49. Telling a patient that you are going to obtain a blood sample, rather than stating you are going to perform a venipuncture, helps to eliminate:
- A. a barrier
 - B. feedback
 - C. false assurance**
 - D. street talk

Telling a patient that the venipuncture will not hurt is an example of false reassurance and should be avoided.

*Blooms: Remember
Booth - Chapter 01 #49
Difficulty Level: Easy*

Learning Outcome: 1.5 Summarize the qualities and characteristics of a phlebotomist.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

50. When collecting specimens from patients who are unconscious, it is best to
- A. speak loudly and use hand gestures.
 - B. remain silent, the patient cannot hear anyway.
 - C. communicate in the same manner as usual.**
 - D. talk about the patient with visitors.

Regardless of the patient's inability to communicate, the phlebotomist is expected to provide the same greetings, introductions, and explanations as he or she would for any patient.

*Blooms: Apply
Booth - Chapter 01 #50
Difficulty Level: Easy*

Learning Outcome: 1.5 Summarize the qualities and characteristics of a phlebotomist.

NAACLS Competency: 1.4 Discuss the roles of the clinical laboratory personnel and their qualifications for these professional positions.

1 Summary

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