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| 1. Phlebotomists are an important part of the health care team because they:   |  |  |  | | --- | --- | --- | |  | a. | represent the laboratory and the institution | |  | b. | are in direct contact with the patient | |  | c. | perform tasks that are critical to the patient’s diagnosis | |  | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 2. Phlebotomists often have many duties and tasks. Which is the primary duty?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | sample processing | b. | sample accession | |  | c. | collecting venous blood samples | d. | collecting arterial blood samples |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 3. Which laboratory employee has the most education and is usually a consultant to other physicians?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | pathologist | b. | MLS, medical laboratory scientist | |  | c. | MLT, medical laboratory technician | d. | CLA, clinical laboratory assistant |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 4. Patients who are involved in a medical experiment must:   |  |  |  | | --- | --- | --- | |  | a. | give informed consent | |  | b. | be informed of the proposed course of action | |  | c. | be informed of its ramifications | |  | d. | all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:41 PM | |

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| 5. The most common source of laboratory error is:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | bacterial | b. | chemical | |  | c. | administrative | d. | technical |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 6. What laboratory department tests a type and cross-match?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | chemistry | b. | cytology | |  | c. | immunohematology | d. | microbiology |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 7. Which of the following refers to the study of the nature and cause of disease?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | microbiology | b. | cytology | |  | c. | immunohematology | d. | pathology |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:30 PM | |

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| 8. The first and perhaps the single most important step in phlebotomy, and often where an error occurs, is:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | cleansing the site | b. | patient identification | |  | c. | using a clean needle | d. | using the proper evacuated tube |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:30 PM | |

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| 9. Therapeutic phlebotomy is performed as a treatment for patients with:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | diabetes mellitus | b. | hepatitis | |  | c. | lymphocytic leukemia | d. | polycythemia vera |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 10. What laboratory department does the Pap test?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | chemistry | b. | cytology | |  | c. | urinalysis | d. | microbiology |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 11. Coagulation/hemostasis is usually in the same area as:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | hematology | b. | chemistry | |  | c. | urinalysis | d. | microbiology |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:32 PM | |

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| 12. Substances that can be mixed without reacting with one another are:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | centralized | b. | compatible | |  | c. | decentralized | d. | esoteric |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:42 PM | |

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| 13. Which of the following terms refers to sample collection where the phlebotomist is part of the laboratory team and is dispatched to hospital units to collect blood samples?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | centralized phlebotomy | b. | decentralized phlebotomy | |  | c. | cytology | d. | pathology |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:43 PM | |

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| 14. The phlebotomist is mainly involved in which phase of sample testing?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | diagnosis | b. | prognosis | |  | c. | preexamination | d. | postexamination |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:49 PM | |

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| 15. The largest department the phlebotomist works with is the department of:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | radiology | b. | nursing | |  | c. | cytology | d. | histology |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:50 PM | |

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| 16. The testing that is done at the patient's bedside is known as:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | point of care testing | b. | close proximity testing | |  | c. | venesection | d. | outpatient testing |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:51 PM | |

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| 17. Preexamination includes all of the following EXCEPT:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | patient identification | b. | sample transport | |  | c. | skin preparation (cleansing) | d. | sample testing |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 12:55 PM | |

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| 18. Which organization inspects the laboratory and requires it to meet additional standards of performance by sending proficiency test samples to the laboratory throughout the year?   |  |  |  | | --- | --- | --- | |  | a. | Clinical Laboratory Standards Institute (CLSI) | |  | b. | College of American Pathologists (CAP) | |  | c. | Occupational Safety and Health Administration (OSHA) | |  | d. | National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 2:03 PM | |

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| 19. Which is a quality assurance plan that not only aims to meet minimum standards, but also seeks to constantly improve performance?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | quality control | b. | proficiency testing | |  | c. | continuous quality improvement | d. | none of the above |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 20. What is the type of phlebotomy where the phlebotomist is part of the laboratory team and is dispatched from the laboratory to either nursing units or outpatient areas?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | outpatient phlebotomy | b. | centralized phlebotomy | |  | c. | decentralized phlebotomy | d. | nursing phlebotomy |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 1/20/2017 2:05 PM | |

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| 21. An unexpected occurrence in a health care facility that involves death or serious psychological injury is a(n):   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | earth-shattering occurrence | b. | standard operating procedure | |  | c. | sentinel event | d. | quality event |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 22. Explain what you would you do if a patient wanted you to show him his test results?   |  |  | | --- | --- | | *ANSWER:* | Results cannot be given to the patient unless the physician has signed a release or included the comment “release results to the patient.” In some states, the patient may sign a release and receive a copy of the results. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 23. You are ready to collect blood from a terminally ill patient who says, “I don’t want my blood drawn. I’m just going to die anyway.” How would you handle this situation?   |  |  | | --- | --- | | *ANSWER:* | Extreme empathy and compassion must be demonstrated to the patient in this situation. The phlebotomist would best comment to the terminally ill patient with a statement such as, “Your doctor has ordered some blood tests that I need to collect. You will have to talk to your doctor as to why more tests have been ordered. I understand how tired you are with all this testing. This will only take a minute.” Usually the patient will then allow the phlebotomist to collect the sample. If the patient continues to refuse, the physician will need to be consulted. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 24. What are the advantages and disadvantages of managed care organizations such as health maintenance organizations (HMOs) and preferred provider organizations (PPOs)?   |  |  | | --- | --- | | *ANSWER:* | One advantage of managed care organizations is that the cost of insurance for the policyholder can be reduced. Limiting the number of physicians a patient can go to and limiting the hospitals that the patient can be admitted to account for this reduction. The managed care organization negotiates better pricing with select health care facilities and physicians. This better pricing is used to control premium prices. The disadvantage is that the limitations restrict the patient’s choices. If the patient goes outside of the selected health care facilities or uses physicians other than the ones the managed care organization has contracts with, the patient will pay higher deductibles for care. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 25. What is the advantage of having an advance directive?   |  |  | | --- | --- | | *ANSWER:* | Having an advance directive gives your health care provider instructions about your health care before you are incapacitated. These instructions will give someone you choose the power to make decisions for you and will offer instructions about the type and degree of health care you wish to receive. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 26. Discuss the pros and cons of a hospital having centralized or decentralized phlebotomy.   |  |  | | --- | --- | | *ANSWER:* | Each health care facility must determine if a centralized phlebotomy or decentralized phlebotomy program is the best for that facility. There has been much written in the literature debating the pros and cons of each program. Studies have shown that with decentralized phlebotomy, there is an increase in hemolyzed specimens, patient identification errors, and contaminated blood cultures. Decentralized phlebotomy has been effective in many health care facilities. The key to effectiveness and reduction of errors is based on extensive training of individuals doing the phlebotomy. Hybrid phlebotomy, where there is a blend of centralized and decentralized phlebotomy, has been used in some health care facilities to reduce the errors of decentralized phlebotomy. Hybrid phlebotomy typically sends laboratory-based phlebotomists to the nursing units during the early morning collections and then keeps a limited number of phlebotomists available the rest of the day to help patient care technicians with difficult collections. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Subjective Short Answer | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| *Match the specimens with the department doing the testing.*   |  |  | | --- | --- | | a. | hematology | | b. | chemistry | | c. | microbiology | | d. | cytology | | e. | immunohematology | | f. | histology | | g. | urinalysis |  |  |  | | --- | --- | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 27. routine urine   |  |  | | --- | --- | | *ANSWER:* | g | | *POINTS:* | 1 | |

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| 28. blood cultures   |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | |

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| 29. complete blood count   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 30. blood glucose   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| 31. comprehensive metabolic panel   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| *Match each laboratory position with the education required.*   |  |  | | --- | --- | | a. | medical doctor | | b. | bachelor’s degree | | c. | PhD | | d. | high school diploma | | e. | associate’s degree |  |  |  | | --- | --- | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 11/30/2016 1:21 PM | | *DATE MODIFIED:* | 11/30/2016 1:21 PM | |

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| 32. medical laboratory scientist   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| 33. medical laboratory technician   |  |  | | --- | --- | | *ANSWER:* | e | | *POINTS:* | 1 | |

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| 34. phlebotomist   |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | |

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| 35. pathologist   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |