

Test Bank for Phlebotomy Simplified 3rd Garza

Phlebotomy Simplified, 3e (Garza/Becan-McBride)
Chapter 1 Phlebotomy Practice and Quality Assessment Basics

1.1 Multiple Choice Questions

1) Which of the following is an example of an internal stakeholder for phlebotomy services?

- A) Health care foundation
- B) Medicare or Medicaid official
- C) Physician or nurse
- D) Home health agency

Answer: C

2) Which organization has a list of entry-level phlebotomist competencies that are addressed in the chapter?

- A) American Society of Phlebotomy Technicians (ASPT)
- B) National Phlebotomy Association (NPA)
- C) National Healthcareer Association (NHA)
- D) National Association for Accreditation of Clinical Laboratory Sciences (NAACLS)

Answer: D

3) What is the difference between venipuncture and dermal puncture?

- A) In dermal puncture, blood is drawn from an artery.
- B) In venipuncture, blood is drawn a small capillary puncture.
- C) In dermal puncture, blood is drawn from the vein.
- D) In venipuncture, blood is drawn from the vein.

Answer: D

4) Which of the following categories would be an inpatient setting?

- A) Mobile blood-donation van
- B) Acute-care hospital
- C) Home health agency
- D) Emergency care centers

Answer: B

5) Which of the following is one of a phlebotomist's clinical duties?

- A) Manipulate small objects, tubes, and needles
- B) Print/collate/distribute laboratory requisitions and reports
- C) Use medical terminology appropriate for patients and coworkers
- D) Withdraw blood into the correct containers/tubes in the correct order

Answer: D

6) What kind of diploma is required to enter most phlebotomy programs?

- A) High school or equivalent
- B) Associate degree
- C) Bachelor's degree
- D) Master's degree

Answer: A

7) How do employers provide feedback on a phlebotomist's ability to do his/her job?

- A) Increased benefits
- B) Performance evaluations
- C) Certification examinations
- D) Cost of living raises

Answer: B

8) What should a phlebotomist do if the patient assigned to him/her does NOT speak English?

- A) Use sign language to communicate
- B) Wait for a family member to assist
- C) Hire a translator or written instructions in that language
- D) Allow the patient's child to translate

Answer: C

9) It is best to transport routine blood specimens to the laboratory within:

- A) 45 minutes.
- B) 1 hour.
- C) 2 hours.
- D) 4 hours.

Answer: A

10) Which of the following actions helps the phlebotomist to listen actively?

- A) Plan your next remark while the patient is speaking
- B) Avoid excessive eye contact
- C) Use an encouraging phrase like "You can tell me about that later."
- D) Notice body language

Answer: D

11) Which of the following is recommended to reduce collection errors and ensure quality in the phlebotomy services?

- A) An annual review of insurance companies and employers that pay for services
- B) Role-reversal exercises for internal and external stakeholders
- C) A periodic review of the laboratory's collection procedures and policies
- D) Silent pauses in the conversation to mentally review what has been said

Answer: C

12) Approximately how many minutes does it take for a specimen without additives to clot?

- A) 10
- B) 15
- C) 30
- D) 60

Answer: C

13) Which term describes anemia that results when excessive amounts of blood are taken from a patient?

- A) Hemolytic
- B) Diabetic
- C) Iatrogenic
- D) Iron deficiency

Answer: C

14) Which phase of the laboratory process involves the duty of requesting a repeat blood test?

- A) Preamanalytical
- B) Analytical
- C) Postanalytical
- D) Specimen processing

Answer: C

15) Maintaining Quality Control on phlebotomy supplies and equipment is part of which phase of laboratory testing?

- A) Preamanalytical
- B) Examination
- C) Postexamination
- D) Postanalytical

Answer: A

16) Which phase of the laboratory process involves performing a chemical assay on a serum specimen?

- A) Preamanalytical
- B) Analytical
- C) Postanalytical
- D) Reporting results

Answer: B

17) Which phase of the laboratory process involves correct labeling of each specimen tube after the blood specimen is collected from a patient?

- A) Preexamination
- B) Examination
- C) Postexamination
- D) Reporting results

Answer: A

18) Why should a phlebotomist locate the nearest bed when taking blood samples in a patient's home?

- A) Because the patient will be located in the bed
- B) In case the patient needs to be transported to the hospital
- C) In case the patient becomes faint
- D) So the phlebotomy equipment can be laid out on a single surface

Answer: C

19) When performing inventory on blood collection supplies, the supplies should be organized by:

- A) expiration date.
- B) ease of use.
- C) volume of blood the tubes hold.
- D) laboratory department that uses each tube.

Answer: A

20) Which type of quality control tool is used to record the frequency of a problematic event?

- A) Cause and effect diagram
- B) PDCA cycle
- C) Flow chart
- D) Pareto chart

Answer: D

1.2 Matching Questions

Match each lettered word or phrase to the most appropriate numbered word or phrase. The letters may be used more than once.

- A) STAT
- B) personal space
- C) OSHA
- D) alcohol based gel
- E) POCT
- F) DOB
- G) ASCP
- H) social space
- I) AARP
- J) values and beliefs

- 1) 4—12 feet
- 2) Point-of-care testing
- 3) up to 18 inches
- 4) emergency
- 5) birthdate
- 6) professional organization/certification agency
- 7) advocacy group for the elderly
- 8) used for hand hygiene
- 9) federal agency
- 10) culture

Answers: 1) H 2) E 3) B 4) A 5) F 6) G 7) I 8) D 9) C 10) J

1.3 Fill in the Blanks Questions

1) Point-of-care testing refers to laboratory tests performed at or near _____.

Answer: the patient

2) Face shields, gowns, and gloves are examples of _____. (do NOT use the abbreviation in your answer)

Answer: personal protective equipment

3) _____ is a term that defines an individual's values, beliefs, traditions, and practices.

Answer: Culture

4) Inpatient care refers to health care for patients located in a _____.

Answer: hospital

5) The term phlebotomy is derived from the Greek words meaning veins and _____.

Answer: cutting

6) _____ is the most effective means of communication.

Answer: Face-to-face

7) Blindness and deafness are sensory _____ that can impact effective communication.

Answer: impairments

8) The term STAT refers to a(n) _____ situation.

Answer: emergency

9) A phlebotomist should never tell a patient, "This will not _____."

Answer: hurt

10) The phlebotomist should always match the patient's name with a unique _____.

Answer: identification number