

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

- d. alternative medicine.
- \_\_\_ 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.
- \_\_\_ 10. All of the following are components of communication except:
- a. body language.
  - b. verbal skills.
  - c. technical skills.
  - d. listening skills.
- \_\_\_ 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.
- \_\_\_ 12. A phlebotomist who takes an examination offered by a professional phlebotomy organization is seeking:
- a. certification.
  - b. registration.
  - c. accreditation.
  - d. licensure.
- \_\_\_ 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.
- \_\_\_ 14. When communicating with a patient who is hearing impaired, it is important to:
- a. use medical terminology.
  - b. look directly at the patient.
  - c. locate a family member.
  - d. perform the procedure without talking.
- \_\_\_ 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.
- \_\_\_ 16. A phlebotomist who does not make eye contact with the patient is:
- a. using negative body language.
  - b. being professional.
  - c. making sure all the phlebotomy equipment is present.
  - d. worried that the patient will faint.
- \_\_\_ 17. 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 (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:
- patients may confuse these with religious symbols and become uncomfortable.
  - reflections from these may interfere with patient monitoring equipment.
  - these kinds of jewelry may contribute significantly to fatigue in the phlebotomist.
  - 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:
- accredited.
  - validated.
  - certified.
  - 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?
- Radiology
  - Intravenous team
  - Occupational therapy
  - 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