

NHA® CPT - Quiz Questions with Answers

1. Safety and Compliance

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1.

Melissa is working in a pediatric office laboratory. Today, she is collecting a specimen from a toddler with a suspected infection. The child's primary symptom is diarrhea.

Which type of transmission-based precautions should Melissa follow?

Contact precautions

Droplet precautions

Airborne precautions

Reverse isolation

Correct answer: Contact precautions

A phlebotomist working with someone who has sudden (acute) diarrhea should follow transmission-based precautions to prevent the spread of any germs that are making patients sick. Adults and children with diarrhea, especially those in diapers, may have an enteric pathogen ("stomach bug"). Contact precautions along with standard precautions are used for patients with suspected gastrointestinal infections and diarrhea.

Reverse isolation, airborne precautions, and droplet precautions would not be effective in preventing the spread of an enteric pathogen because they do not prevent transmission by contact with surfaces and the patient's skin.

2.

Where would you expect to find policies and procedures related to exposure control and fire safety in the workplace?

Safety Manual

Infection Control Manual

Quality Assurance Manual

Medical Records

Correct answer: Safety Manual

The Laboratory Safety Manual should contain policies and procedures related to:

- *Chemical, electrical, fire, and radiation safety*
- *Exposure control*
- *Disaster plans*
- *Handling hazardous materials*

The Occupational Safety and Health Administration (OSHA) requires every business to have a workplace safety manual.

3.

The Joint Commission (TJC) establishes standards for hospitals and healthcare facilities. According to TJC, when a patient dies or is seriously injured in a facility, what must the organization do?

Investigate the root cause

Terminate the employee who was at fault

Contact legal counsel

Notify the state's department of health

Correct answer: Investigate the root cause

The TJC Sentinel Event (early warning) policy requires healthcare organizations to:

- 1. Perform a thorough and credible analysis of the root cause.*
- 2. Develop an action plan.*
- 3. Implement improvements to reduce risk.*
- 4. Monitor improvements to determine whether they are effective.*

A sentinel event is any unfavorable event that is unexpected and results in death or serious physical or psychological injury.

A healthcare organization that experiences a sentinel event may terminate at-fault employees, contact legal counsel, or notify the state health department. However, these are not actions required by TJC.

4.

What is the first thing a healthcare worker should do if they have been exposed to a biohazard?

Immediately wash the exposed area with soap and water

Tell their supervisor

Call an OSHA representative

Clean the exposed area with hand sanitizer

Correct answer: Immediately wash the exposed area with soap and water

Following an accidental exposure to a biohazard, the healthcare worker should immediately wash the affected area with soap and water.

Soap found in healthcare facilities will be far more effective in cleaning the area than hand sanitizer and can possibly reduce the level of infection.

5.

What is required for personnel who package infectious materials for transport by public carriers?

A certificate of training from the Department of Transportation

A college degree

An HIV/hepatitis test

An immunization record

Correct answer: A certificate of training from the Department of Transportation

Specimen processors and other personnel who package infectious materials to be transported by public carriers must show proof of training and be certified. Both the International Air Transport Association (IATA) and the Department of Transportation (DOT) offer certification. The DOT may conduct site inspections to ensure that laboratories comply with all current shipping regulations.

A college degree, HIV/hepatitis test, and immunization record are not current requirements for personnel who package transport materials.

6.

More experienced phlebotomists can perform advanced procedures, including arterial punctures. What is usually required for these advanced phlebotomy procedures?

Observed competency check-off

One year of phlebotomy experience

Two years of hospital experience

One year of Infection control training

Correct answer: Observed competency check-off

A phlebotomist can perform advanced procedures when they have received thorough training to perform the tasks and have been observed with a competency check-off evaluation.

Phlebotomists who collect arterial specimens must have extensive training before they can perform the procedure, including:

- *Demonstration of technique*
 - *Observation of others conducting the procedure*
 - *Training involving theory*
 - *Supervised check-off*
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7.

For the protection of healthcare workers, the Occupational Safety and Health Administration (OSHA) prohibits which of the following?

Nail-biting in the workplace

Wearing a gown and gloves in the lab

Use of alcohol-based hand cleansers

Incineration of infectious waste

Correct answer: Nail-biting in the workplace

The Occupational Safety and Health Administration (OSHA) regulations prohibit putting pens, pencils, or fingers in the mouth. This prevents potentially infectious material from being introduced into the mouth.

Protective clothing, gloves, alcohol-based cleansers, and waste incineration are all approved safety measures.

8.

A phlebotomist has just found out she is pregnant. Which of the following specimens should she avoid collecting?

Blood specimen from a patient injected with radioactive dye

Urine samples for gonorrhea/chlamydia testing

Nasal sample for COVID-19 testing

Stool specimen from a patient with GI bleed

Correct answer: Blood specimen from a patient injected with radioactive dye

Because radiation is particularly hazardous to a fetus, pregnant employees should avoid areas displaying the radiation symbol, patients who have recently been injected with radioactive dyes, and specimens collected from patients with radioactive dye still in their systems.

9.

What is Continuous Quality Improvement (CQI)?

A system to improve lab quality by monitoring and identifying areas for improvement

The body that sets standards for healthcare organizations

An association that phlebotomists can join

A law that regulates all laboratory facilities in the US

Correct answer: A system to improve lab quality by monitoring and identifying areas for improvement

Two parts of quality assurance in health care are to ensure that minimum expectations are met, which is the responsibility of a total quality management plan, and to strive to exceed expectations, which is the goal of continuous quality improvement (CQI).

10.

Phlebotomist Maria is escorting a patient in a wheelchair through a medical office to the laboratory. The patient has the flu, and he is on droplet precautions.

Which of the following is true regarding transporting a patient using droplet precautions?

The patient should wear a mask, but the phlebotomist does not need to wear a mask.

The patient should wear a mask, and the phlebotomist needs to wear a mask.

Neither the patient nor the phlebotomist needs to wear a mask.

The patient does not need to wear a mask, but the phlebotomist does need to wear a mask.

Correct answer: The patient should wear a mask, but the phlebotomist does not need to wear a mask.

Other guidelines for transporting patients when following droplet precautions include:

- *Limit transport and movement of patients to only those that are medically necessary.*
 - *When transport or movement is necessary in a healthcare setting, patients should wear a mask and follow respiratory hygiene/cough etiquette.*
 - *No mask is required for workers who are transporting patients with droplet precautions because they are not infectious.*
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11.

Which of the following is true of Clinical Laboratory Improvement Amendment (CLIA) waived tests?

Internal quality checks on Point of Care Testing machines meet CLIA standards for waived tests.

All Point of Care Tests are waived.

Waived tests require the same quality checks as non-waived tests.

Waived tests require a certified pathologist to perform quality checks.

Correct answer: Internal quality checks on Point of Care Testing machines meet CLIA standards for waived tests.

For waived tests, quality checks must be performed according to the manufacturer's instructions, which includes internal quality checks.

Not all Point of Care Tests are waived, although the regulations frequently change and more tests are being added.

12.

Which of the following is an example of ethical standards applicable to the practice of phlebotomy?

The phlebotomist must be considerate of patient privacy

The patient does not have the right to refuse treatment

The phlebotomist can share details about patients only with immediate family members

Explaining the venipuncture procedure is not a part of informed consent

Correct answer: The phlebotomist must be considerate of patient privacy

It is important to remember to be discreet in approaching the patient. Often the phlebotomist may be in the room at the time another procedure is being performed, the patient is completing personal hygiene, or the physician is examining the patient. Under all these different circumstances, it is necessary to approach the patient and the situation in a mature fashion.

13.

Healthcare workers are at risk for back injury because of activities they are required to do, such as lifting or moving patients. When lifting a heavy object, what should you do to protect your spine?

Bend your knees and squat low.

Lock your knees and bend at the waist.

Bend at the waist and lift with the upper body muscles.

Lock your core and bend at the hips.

Correct answer: Bend your knees and squat.

Strategies to prevent back injury include proper mechanics, lumbar support, and exercises to strengthen muscles. When lifting a heavy object, follow these steps to proper body mechanics:

- 1. Bend your knees and squat.*
 - 2. Use muscles in the legs and arms, not the back.*
 - 3. Keep items close to your body and lift.*
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14.

The most effective thing that healthcare workers can do to prevent disease transmission is:

Observe good hand hygiene

Take daily vitamins

Get adequate sleep

Wear an N95 respirator

Correct answer: Observe good hand hygiene

Hand hygiene is the most important way to prevent the spread of microbes among workers, patients, and in the community.

15.

What is needed in order for laboratories to release patient results to the patients themselves?

A signed release form

Nothing; results are always sent to the patient

A court order

Mediation between the laboratory and the patient's lawyer

Correct answer: A signed release form

Results may not be released automatically for several reasons, the most important being the possibility that those results are mistakenly displayed to unintended viewers. A release form, therefore, is required to release the laboratory of patient confidentiality responsibilities.

16.

Phlebotomist Steven is preparing to collect an oropharyngeal swab on a child with a respiratory infection.

Which of the following precautions must Steven follow when working with this child?

Contact plus droplet precautions

Contact precautions only

Droplet precautions only

No precautions

Correct answer: Contact plus droplet precautions

Respiratory infections can have many causes, including viruses and bacteria that can be transmitted through coughing, respiratory droplets, and contact with skin or surfaces.

Respiratory infections in children may be caused by:

- *Respiratory syncytial virus (RSV)*
- *Parainfluenza virus*
- *Adenovirus (common cold)*
- *Influenza virus ("flu")*

Until a doctor diagnoses the source of the infection, healthcare workers must be careful to prevent the spread through multiple routes.

In this scenario, the phlebotomist should follow contact plus droplet precautions. After adenovirus and influenza are ruled out as a possible cause of the infection, droplet precautions can be discontinued.

17.

The Bloodborne Pathogens (BPP) Standard is mandated by federal law and enforced by OSHA to reduce occupational exposure. The standard requires healthcare employers to:

Implement medical surveillance for all at-risk employees

Offer the Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV) vaccines

Limit Personal Protective Equipment (PPE) use among employees

Provide optional reporting tools for exposure incidents

Correct answer: Implement medical surveillance for all at-risk employees

The Bloodborne Pathogens (BPP) standard requires the following for all at-risk employees:

- *Medical surveillance*
 - *Availability of the Hepatitis B Virus (HBV) vaccine*
 - *Availability and use of Personal Protective Equipment (PPE)*
 - *Mandatory reporting for exposure incidents*
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18.

A patient with a severe injury is lying on the ground. You suspect that he is in shock.

How should you position the patient?

Lying on his back, legs elevated

Lying on his stomach

Standing

Sitting upright

Correct answer: Lying on his back, legs elevated

The primary objective of first aid for shock is to improve blood circulation so that an adequate supply of oxygen is delivered to all parts of the body. When providing first aid to a victim of shock, keep the victim lying down and elevate their legs approximately 12 inches so that the head is lower than the rest of the body. If you suspect a broken back, hip, or leg and this position is extremely painful, they can lay down without raising their legs.

19.

In the event that a small electrical fire occurs in the lab, which of the following is not an appropriate response?

Run to call for help

Pull the nearest fire alarm

Evacuate patients using the elevator

Attempt to extinguish the small fire

Correct answer: Run to call for help

Fire Safety "Do's and Don'ts" include:

- *Do pull the nearest fire alarm*
 - *Do call the fire department*
 - *Do attempt to extinguish a small fire*
 - *Do close all doors and windows if leaving the area*
 - *Do smother a clothing fire with a fire blanket or have the person roll on the floor to smother the fire*
 - *Do crawl to the nearest exit if heavy smoke is present*
 - *Don't panic*
 - *Don't run*
 - *Don't use elevators*
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20.

Phlebotomist Melanie feels sexually harassed by her boss. Recently, he made a joke about her taking off her lab coat, which made her uncomfortable.

How should an employee who experiences or witnesses harassment handle the situation?

Write an email to the boss clearly stating that the comment was unwelcome

Resign and find a new job

Tell co-workers so that they can act as witnesses

Avoid future contact with the boss and politely refuse to speak to him

Correct answer: Write an email to the boss clearly stating that the comment was unwelcome

An employee who experiences or witnesses harassment is responsible for reporting the occurrence. It must be made clear to the other personnel involved that the action was unwelcome. Documentation of the interaction or copies of the correspondence should be kept. If the issue is not resolved, a meeting with the supervisor to file a complaint should be scheduled.

If a situation is uncomfortable to report to a supervisor, human resources should be contacted.

21.

Why is it important to keep a victim warm when they are experiencing shock?

To support blood flow

To prevent infection

To induce hypothermia

To provide comfort

Correct answer: To support blood flow

Keeping the victim warm helps support blood flow. It also helps prevent hypothermia, which can worsen the condition of a person in shock by reducing blood flow to vital organs, such as the brain, heart, and lungs.

Though it may provide comfort, that is not the primary reason to keep the victim warm.

22.

Anyone infected with HBV is also at risk of acquiring which virus?

HDV

HIV

Diabetes

HPV

Correct answer: HDV

People infected with the hepatitis B virus (HBV) are at risk of also acquiring the hepatitis D (delta) virus (HDV).

HDV can only multiply in the presence of HBV.

Hepatitis is a blood-borne virus that targets the liver. "Hepa" means "liver," and "-titis" means "inflammation of."

23.

In which situation is a NIOSH-approved N95 respirator mask required?

Entering the room of a patient with active pulmonary tuberculosis

Entering the room of a patient with active pertussis (whooping cough)

Caring for a patient with influenza

Caring for a patient with *Haemophilus influenzae* meningitis

Correct answer: Entering the room of a patient with active pulmonary tuberculosis

Healthcare workers must wear a NIOSH-approved N95 respirator mask when entering rooms of patients with pulmonary TB and other diseases known to be transmitted through the air. When worn correctly, with a snug fit and no air leaks, the mask can protect the worker from infection.

*Patients with pertussis, influenza ("flu"), and *Haemophilus influenzae* meningitis should be on droplet precautions, as these infections spread through droplets. A regular mask (non-respirator) is acceptable to prevent transmission in these cases.*

24.

What does a skull and crossbones pictogram on a chemical container mean?

Fatal or toxic

Gas under pressure

Skin and eye irritant

Explosive

Correct answer: Fatal or toxic

All chemical manufacturers are required to label hazardous chemicals with:

- *A precautionary statement and Globally Harmonized System of Classification and Labeling of Chemicals (GHS) hazard statement*
- *Signal word*
- *Pictogram for each hazard class and category*

A pictogram of the skull and crossbones means the chemical is acutely toxic and may be fatal or poisonous.

A pictogram of a gas cylinder means the chemical contains gases under pressure.

A pictogram of an exclamation mark means that the chemical is an irritant to the skin, eyes, or respiratory tract.

A pictogram of an exploding bomb means that the chemical is explosive or contains self-reactive ingredients or organic peroxides.

25.

Which of the following conditions can cause movement of the hands, making blood collection difficult?

Parkinson's disease

Diabetes

Rheumatoid arthritis

Sepsis

Correct answer: Parkinson's disease

Parkinson's disease can cause tremors and movements of the hands, which can make blood collection difficult. When performing venipuncture on a patient with Parkinson's disease, the phlebotomist may need to take extra time and take extra care to calm the patient. The phlebotomist may also have to help the patient hold the site still.

Diabetes, rheumatoid arthritis, and sepsis do not typically cause tremors.

26.

Which of the following services would not be found at a local health department?

Physical therapy

Diabetes screening

STD testing

Hepatitis B vaccinations

Correct answer: Physical therapy

Local health departments may provide a variety of services, including education, health screenings, and vaccinations. However, health departments do not offer physical therapy. Physical therapy is typically provided in an inpatient or medical office setting.

27.

If you witness a person faint and suspect they are in cardiac arrest, what should you do before starting chest compressions?

Look for signs of normal breathing

Locate the person's identification

Remove the person's shirt

Call the person's emergency contact

Correct answer: Look for signs of breathing

According to the American Heart Association, there are a few steps to take before beginning cardiopulmonary resuscitation (CPR) on a person in cardiac arrest. These steps include:

- 1. Look for signs of normal breathing*
- 2. Tap the person on their shoulder and ask, "Are you OK?"*

If the person does not respond, has no pulse, and does not appear to be breathing, call 911. Next, begin chest compressions.

It is unnecessary to remove the person's clothing, look for their ID, or call their emergency contact. For every minute that CPR is delayed, a person's chance of survival drops by 10%.

28.

A young adult patient is having a point-of-care test performed in the lab. When the patient's parents enter the room, they inquire about the results.

What is the best course of action for the phlebotomist?

Ask the patient for permission to share the results

Write the results on paper and hand it to the parents

Give the parents login credentials to view the patient's results on the patient portal

Tell the parents they must fill out a request form to receive the results

Correct answer: Ask the patient for permission to share the results

As a healthcare provider, phlebotomists are bound by ethical standards and various laws to maintain the confidentiality of every patient's health information. In this scenario, the patient is an adult. So, even though it is the parents who are asking for results, the phlebotomist should not share this confidential information without the patient's authorization.

29.

Which of the following common conditions requires droplet precautions in addition to standard precautions?

Parvovirus

Parainfluenza virus

Scabies

Chickenpox

Correct answer: Parvovirus

Parvovirus is a respiratory infection known to spread through droplets. When collecting specimens from a patient with "parvo," it is important to follow droplet precautions in addition to standard precautions.

Parainfluenza virus is a respiratory infection, but it is transmitted by contact, so contact precautions would be used in that scenario.

Scabies and chickenpox are skin infections spread by contact, so contact precautions would be used in the treatment of patients with those infections.

30.

Which of the following is true about a patient who is unconscious or semi-conscious, with cold, clammy skin and a rapid, weak pulse?

The patient could be in shock.

The patient should be moved to a comfortable area.

They may need fluids, so you should give them water.

They do not need First Aid or Cardiopulmonary Resuscitation (CPR).

Correct answer: The patient could be in shock.

An individual who is in shock may be unconscious or semiconscious, so they will likely need first aid. Unless they are in immediate danger, do not attempt to move them in case there are injuries. Do not give fluids because of the risk of aspiration.

31.

When collecting a nasal swab specimen to test a patient for "flu," which type of transmission-based precautions should be observed?

Droplet

Contact

Standard

Airborne

Correct answer: Droplet

Influenza, or "flu," is a respiratory infection that can spread through respiratory secretions. Patients who have the flu should be treated with droplet precautions.

32.

What does the "statute of limitations" mean?

The time after an alleged injury in which a victim may file a lawsuit

The law that says a person injured as a result of negligence may sue a healthcare worker

The regulation stating that a hospital can be held liable for an employee's actions

The person who is charged with malpractice

Correct answer: The time after an alleged injury in which a victim may file a lawsuit

The statute of limitations refers to the time after an alleged injury in which an injured person is permitted to file a lawsuit. This period usually begins at one of the following points:

- *The day the alleged act was committed*
- *When the injury is discovered*
- *The day the physician-patient relationship ended*
- *The day of the last medical treatment in a series*
- *In the case of minors, when the minor reaches the age of majority*

A term that means the employer can be held legally responsible for an employee's actions is respondeat superior.

A person charged with a crime is called a defendant.

33.

According to the FDA guidelines, what does not meet the requirements of a venipuncture "safety device"?

Needle accessory device

Re-sheathing device

Blunting needle

Device with a retractable needle

Correct answer: Needle accessory device

The FDA is responsible for clearing medical devices for marketing. FDA safety features include:

- *Fixed/permanent safety features that create a barrier between the user's hands and the needle after use*
- *Safety features that allow or require the workers' hands to stay behind the needle at all times*
- *Safety features that are integral or connected to the device, not an accessory*

Common safety features include re-sheathing devices such as shields that cover the needle after use, blunting devices, and devices that retract the needle after use.

34.

Which agency is responsible for identifying workplace hazards and developing regulations to minimize hazard exposure?

The Occupational Safety and Health Administration (OSHA)

The Food and Drug Administration (FDA)

The Centers for Disease Control and Prevention (CDC)

The Environmental Protection Agency (EPA)

Correct answer: The Occupational Safety and Health Administration (OSHA)

OSHA is responsible for identifying workplace hazards and establishing rules and regulations to minimize exposure and ensure safe working conditions.

The FDA regulates food, drugs, medical devices, and other products.

The CDC promotes public health and safety by providing health information and partnering with state health departments.

The EPA enforces regulations regarding pollution, waste, and the environment.

35.

The Joint Commission (TJC) National Patient Safety Goals (NPSG) Goal #1 says that specimens must be labeled in what manner?

In the patient's presence

Before the specimen is collected

In the presence of a witness

Within 2 hours of specimen collection

Correct answer: In the patient's presence

Labeling must be exact, and labeling requirements should be strictly followed. Inaccuracies can result in specimen rejection. The national standard says that specimens must be labeled in the patient's presence.

Tubes should be labeled in the presence of the patient immediately after blood collection to avoid labeling errors.

36.

Which set of diagnosis and billing codes is based on medical conditions, symptoms, or body systems?

ICD

CPT

PPS

FFS

Correct answer: ICD

The International Classification of Diseases (ICD) codes specify medical conditions, symptoms, and body systems for medical diagnosis and billing.

The Current Procedural Terminology (CPT) codes are used to describe medical procedures, such as tests and surgeries, when billing insurance companies.

The Prospective Payment System (PPS) was implemented in 1983 to limit and standardize the Medicare and Medicaid payments made to hospitals.

The Fee for Service (FFS) system is a payment model of reimbursement for healthcare providers by a third-party payer, such as insurance.

37.

Performing external liquid Quality Control (QC) checks on waived tests should be done at which of the following time points?

After questionable test results

Before every patient test

At the beginning of every shift

After a facility power outage

Correct answer: After questionable test results

Quality Control (QC) checks should be performed according to facility policy and manufacturers' instructions. Most facilities require external QC testing:

- *If the results are questionable*
- *Upon receipt of new kits*
- *With each new testing personnel*

QC checks before every test are unnecessary and can waste control solution. Internal QC checks identify problems without using an external solution, and therefore, it would also be wasteful to perform an external solution test when the device detects the problem with the specimen.

38.

Which of the following is not considered a warning sign of a stroke?

Gastrointestinal upset

Facial drooping

Speech difficulty

Arm weakness

Correct answer: Gastrointestinal upset

A stroke occurs when oxygen is cut off to a part of the brain. It often affects movement in the body and may affect speech. Fast treatment is critical to preventing long-term disability or death. Outcomes are best when the patient receives treatment within 3 hours of symptom onset.

To remember the signs of stroke, memorize the acronym FAST.

- *F - facial drooping*
 - *A - arm weakness*
 - *S - speech difficulty*
 - *T - time to call 911*
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39.

Phlebotomy technician Tom is working with an old piece of equipment. Years of wear and tear have caused deterioration and breakdown in the electrical wires. You are working with Tom in the lab when he suffers a severe electric shock injury. He collapses on the floor next to the equipment, and he has no pulse.

In this scenario, which of the following is not an appropriate response to help Tom?

Turn him on his side

Cover him with a blanket

Start CPR

Call for help

Correct answer: Turn him on his side

If an electric shock occurs, the following actions should be taken:

- 1. Shut off the source of electricity*
- 2. Call for medical assistance*
- 3. Start CPR if indicated (not breathing, no pulse)*
- 4. Keep the victim warm*

Turning a victim on their side is appropriate first aid for a seizure but not for electric shock.

40.

Current American Heart Association (AHA) guidelines for Infant or Child Cardiopulmonary Resuscitation (CPR) include:

Compression depth of four centimeters for infants

CPR begins with rescue breaths for infants and children

The compression rate is faster for adult CPR than for infants

One rescuer CPR only for children

Correct answer: Compression depth of four centimeters for infants

For Infant or Child CPR: CPR begins with 30 compressions (single-rescuer) or 15 compressions (two-person CPR). Recommended compression depth is 4 cm for infants and 5 cm for children up to the onset of puberty.

An infant or child compression rate of 100 to 120 per minute is the same as current guidelines for adult CPR. One or two healthcare professionals can perform CPR on a victim.

41.

What is the primary purpose of quality control in a laboratory setting?

Ensuring the accuracy of test results

Following standard operating procedures

Conducting regular equipment maintenance

Balancing centrifuge tubes

Correct answer: Ensuring the accuracy of test results

Quality control (QC) measures are meant to maintain precision and consistency in test results over time, ultimately ensuring lab accuracy. QC activities and techniques identify and correct errors by being reactive.

Quality assurance (QA) in the lab improves processes to prevent errors by being proactive. Quality assurance measures include balancing centrifuges, conducting maintenance, and following standard procedures.

42.

What is the goal of standard precautions?

To reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection

To isolate the patient

To kill the worst kinds of bacteria

To prevent droplets from traveling one meter or more

Correct answer: To reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection

Standard precautions create the first tier of precautions for all patients, regardless of their diagnosis or infectious status. Standard precautions are derived from universal precautions and body substance isolation precautions. Standard precautions are to be used in all patient interactions.

43.

Per OSHA regulations, if a phlebotomist is using a needle without a safety feature, what else should they use for venipuncture?

Tube holder with a safety feature

Tube holder or syringe from the same manufacturer

Tube holder from a different manufacturer

Syringe from a different manufacturer

Current answer: Tube holder with a safety feature

To satisfy OSHA regulations, if a needle does not have a safety feature, the equipment with which it is used (e.g., a tube holder or syringe) must have a safety feature to minimize the chance of accidental needlestick.

It is recommended to use components from the same manufacturer. When parts are mixed and matched, the risk of problems increases. For instance, the needle could come unscrewed from the syringe or pop off during venipuncture. However, this best practice is not considered an OSHA safety regulation.

44.

How long does the Centers for Disease Control and Prevention (CDC) recommend washing your hands in the healthcare setting for routine handwashing?

At least 20 seconds

At least 1 minute

At least 15 seconds

At least 2 minutes

Correct answer: At least 20 seconds

According to the Centers for Disease Control and Prevention (CDC), routine handwashing should take at least 20 seconds, which is the time it takes to hum the "Happy Birthday" song or ABCs twice.

45.

While performing venipuncture, your patient asks you if you can send the results to her therapist who she recently started seeing. Which of the following is the best response to the patient in this scenario?

To protect your privacy, we are unable to share results without written consent. Please check with the nurse for a release form.

The lab is not responsible for medical records. Please check with your doctor about sending the therapist a copy.

Your therapist should not need a copy of lab results since they are not a part of your medical team.

When you get the lab results you can show them to your therapist.

Correct answer: To protect your privacy, we are unable to share results without written consent. Please check with the nurse for a release form.

Phlebotomists are often asked to send lab results to outside providers. It is important to always consider patient confidentiality. Both the Clinical Laboratory Improvement Act (CLIA) and The Health Insurance Portability and Accountability Act (HIPAA) ensure that only authorized providers can view patient results. Most facilities require patients to complete a waiver before their information is shared. However, providers can request medical records for continuity of care whenever needed. In most situations, without a signed waiver or a physician's request, only the patient and the ordering doctor can receive the test results.

In this scenario, you want to acknowledge the patient's request and honor their right to have their records shared with their providers. The best response is to explain how to release the records by telling the patient they must sign a release form and where to obtain the form.

46.

What is the goal of Continuous Quality Management (CQI)?

To seek to improve any chosen practice or procedure beyond minimum expectations

To achieve minimum expectations in phlebotomy

To delineate scope of care

To assess the effectiveness of actions

Correct answer: To seek to improve any chosen practice or procedure beyond minimum expectations

Two parts of quality assurance in health care are to ensure that minimum expectations are met, which is the responsibility of a total quality management plan, and to strive to exceed expectations, which is the goal of continuous quality improvement (CQI).

47.

A patient arrives at an outpatient laboratory with orders for multiple lab tests. Which of them should the phlebotomist collect first?

UA

CBC

CMP

PT/INR

Correct answer: UA

If a urine test is ordered along with blood tests on an outpatient, ask the person to collect the urine specimen first. Otherwise, the patient could become faint after the venipuncture and pass out in the restroom with the door locked.

In this scenario, the UA should be collected first.

- *UA = urinalysis (urine test)*
 - *CBC = complete blood count (blood test)*
 - *CMP = complete metabolic profile (blood test)*
 - *PT/INR = prothrombin time, international normalized ratio (blood test)*
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48.

What is the primary law that governs patient privacy in the United States?

The Health Insurance Portability and Accountability Act (HIPAA)

The False Claims Act

Stark Law

The Clinical Laboratory and Improvement Act (CLIA)

Correct answer: The Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) is the premier piece of legislation guarding privacy information in the healthcare industry. The phlebotomist will not always have patient information due to HIPAA, but will be required to keep all patient interactions within the health care team private.

49.

During a procedure in the laboratory, Mark gets blood on the sleeve of his lab coat. He is unaware of this contamination. At lunchtime, he touches the dried blood spot when he removes his lab coat and heads to lunch. He doesn't wash his hands before eating.

What type of biohazard exposure could Mark encounter in this scenario?

Ingestion exposure

Percutaneous exposure

Per mucosal exposure

Inhalation exposure

Correct answer: Ingestion exposure

Since his hands could have been affected by the blood splatter on his sleeve, Mark risks consuming bloodborne pathogens from his skin if he touches his mouth or eats without washing his hands. Ingestion exposure happens when contaminated materials come into contact with the mouth or are mistakenly consumed.

- *Percutaneous exposure: exposure through punctures, cuts, or needle sticks in the skin*
 - *Per mucosal exposure: exposure through mucous membranes of the mouth, nose, and eyes*
 - *Inhalation exposure: inhalation of airborne particles or droplets containing infectious microorganisms*
 - *Ingestion exposure: eating contaminated substances, such as food or liquids, leading to exposure through the gastrointestinal system*
-

50.

Juan is a mobile phlebotomist. Juan has drawn 3 tubes of blood for a routine order, which he now places inside a transport cooler.

Where should Juan place the transport box before heading back to the lab?

On the floor behind the driver's seat

In the passenger's seat

On the floor of the passenger's side

On the seat behind the driver

Correct answer: On the floor behind the driver's seat

The transport box should be placed on the floor of the vehicle behind the driver's seat, where it has no direct exposure to the sun or air vents. If this is not possible, it must be held in place on the back seat with a seat belt. Special care should be taken to protect specimens from the effects of extreme heat or cold.

51.

The correct order in which to doff Personal Protective Equipment (PPE) is:

Gloves, goggles, gown, mask

Mask, gloves, goggles, gown

Gown, mask, gloves, goggles

Gloves, gown, goggles, mask

Correct answer: Gloves, goggles, gown, mask

The correct order to remove protective clothing is:

- 1. Gloves (to avoid contaminating anything with your hands)*
 - 2. Eye protection*
 - 3. Gown (and rolled up)*
 - 4. Mask*
-

52.

All the following are reasons a healthcare worker should wear gloves, except:

Gloves make handwashing unnecessary.

Gloves prevent healthcare workers from transmitting their microflora to the patient.

Gloves help prevent the transmission of microorganisms from one patient to another.

Gloves help prevent the phlebotomist from becoming infected with what is infecting the patient.

Correct answer: Gloves make handwashing unnecessary.

There are very few instances in which the phlebotomist performs patient care without wearing gloves. Any time the phlebotomist has a physical interaction with a patient, gloves must be worn and then immediately discarded once the procedure is finished. Second only to handwashing, gloves are the easiest and most important form of Personal Protection Equipment (PPE).

53.

Wearing rings or watches increases the phlebotomist's risk of exposure to which of the following?

Microorganisms

Blood-borne pathogens

Dangerous chemicals

Unnecessary handwashing

Correct answer: Microorganisms

Watches, rings, necklaces, bracelets, and other forms of jewelry have the potential to harbor microorganisms which can be spread to the healthcare worker or other patients. The phlebotomist should remove these forms of jewelry to ensure appropriate aseptic technique.

Bloodborne pathogens and dangerous chemicals should never come in contact with the skin of a phlebotomist if they are wearing the appropriate Personal Protective Equipment (PPE). Hand-washing is always necessary for those performing patient care.

54.

What is the first step in activating a fire extinguisher?

Pull the pin

Squeeze the trigger

Aim the nozzle

Push the button

Correct answer: Pull the pin

The acronym "PASS" can be used to remember the steps for the operation of a fire extinguisher.

- 1. P - Pull the pin*
- 2. A - Aim the nozzle*
- 3. S - Squeeze the trigger*
- 4. S - Sweep the nozzle in a back-and-forth motion*

This method works for all types of fire extinguishers, including foam, dry chemical, and liquid.

55.

Quality Control (QC) measures in the laboratory, such as using checklists, are implemented for the main purpose of:

Correcting errors in specific practices

Developing standards for care

Creating new processes

Evaluating past performance

Correct answer: Correcting errors in specific practices

Although Quality Control (QC) and Quality Assurance (QA) are mistakenly used interchangeably, they are different. QC refers to activities or techniques in the lab that are reactionary and meant to find and eliminate sources of error. Correcting an error in a specific practice, such as labeling a specimen tube in the correct direction, is an example of QC.

On the other hand, QA refers to a proactive process of reviewing past and present performance to standardize processes and improve overall care. Developing standards for care, creating new processes, and evaluating past performance are all examples of QA activities.

56.

What is the most prevalent hazard for phlebotomists?

Accidental needle stick

Irate patients

Fines imposed by the Joint Commission

Legal action following errors in care

Correct answer: Accidental needle stick

While all the answers can be possible hazards for phlebotomists, the use of needles is by far the most common action performed by phlebotomists, which makes the likelihood of an accidental needle stick most likely. The phlebotomist should have a good understanding of their facility's procedure for accidental needle sticks and exposure control plan.

57.

What is the group of regulations for specimens transported to labs in other cities or states for diagnostic purposes?

Biological Substances Category B

Biological Substances Category A

Hazardous Substances Category A

Hazardous Substances Category B

Correct answer: Biological Substances Category B

Specimens that are sent out of the area via public transportation (vehicles, airplanes, etc.) are covered by regulations by the US Department of Transportation (DOT) and the International Air Transport Association (IATA). DOT and IATA define two categories of infectious substances.

- Biological Substances Category A means infectious substances that could cause permanent disability or death in normally healthy humans or animals.*
- Biological Substances Category B means infectious substances like blood, blood components, secretions, and tissues that are not in a form that would cause permanent disability or life-threatening or fatal disease in case of exposure.*

Hazardous Substances is not a category set by the DOT/IATA.

58.

Which of the following diagnostic specimens does not meet the regulations for shipment via FedEx or UPS?

A bagged specimen inside a secondary container

A specimen on dry ice

A tissue sample that is less than 500 grams

A package labeled "Biological Substance Category B"

Correct answer: A bagged specimen inside a secondary container

Category B regulations require all diagnostic specimens transported by a public carrier to meet the following Department of Transportation requirements:

- *Specimens must have triple packaging.*
 - *Specimens must be placed in a watertight, positive-closure (such as a screw-on cap) metal, glass, or plastic container.*
 - *Specimens must be wrapped in absorbent material sufficient to accommodate the entire contents.*
 - *Specimens must not exceed 500 mL if liquid or 500 grams if solid.*
 - *Individually wrapped containers must be wrapped in a secondary container such as a sealed biohazard bag strong enough to withstand leakage.*
 - *Ice or dry ice must be placed outside the secondary container within the outer container.*
 - *The package must be able to withstand a 4-foot drop.*
 - *Items must be marked with the words "Biological Substance Category B"*
-

59.

Phlebotomist Tasha accidentally pricked herself with a contaminated needle while drawing blood from a patient with hepatitis C.

Under the Needlestick Safety and Prevention Act, what is her employer required to do in this situation?

The employer must document the exposure.

The employer must be held liable for Tasha's injury.

The employer must notify the patient of their potential liability.

The employer must notify any future employer that Tasha was exposed.

Correct answer: The employer must document the exposure.

According to the Needlestick Safety and Prevention Act, employers must establish and maintain a sharps injury log for percutaneous (skin) injuries from contaminated sharps. They must also protect the confidentiality of any employee that is injured on the job. In the case of an accident like this, the patient is not liable, nor is the employer, unless they caused the injury.

60.

What is the first step in removing isolation attire?

Removing gloves

Removing gown

Washing hands

Removing mask

Correct answer: Removing gloves

The first step when removing isolation attire is to remove the gloves and then wash your hands. This allows for clean hands to remove the mask and prevents biohazards from coming in contact with your face/hair/neck. The face mask is then removed, followed by the gown, and another round of handwashing.

61.

What is the correct term for a set of practices focused on identifying and minimizing risk to patients and employees within a facility?

Risk management

Quality checks

Quality assurance

Risk evaluation

Correct answer: Risk management

Risk management is an internal institution's quality check (QC) process focused on identifying and minimizing situations that pose risk to patients and employees. Risks can be managed in two ways: controlling risk to avoid incidents and paying for occurrences after they've happened.

Risk management departments in hospitals perform quality check activities, including:

- *Identification of risks*
 - *Addressing risks through policies and procedures*
 - *Educating employees and patients*
 - *Evaluating what should be done in the future*
-

62.

Phlebotomist Maria was recently hired to work in a geriatric clinic's laboratory. Most of her patients are seniors over the age of 65. She wants to ensure her patients are safe when visiting the lab.

Which of the following actions would be most important for ensuring the safety of Maria's patients in the lab?

Ensure that walkways are free from obstruction

Check the thermostat to make sure the ambient temperature is at 68–70 degrees

Turn off the TV so the room is quiet

Remove the trashcans from the lab

Correct answer: Ensure that walkways are free from obstruction

Although all patients need a clear, open walkway, geriatric patients may need wider areas. Patients may use wheelchairs or walkers for safety and mobility. Other patients may shuffle when they walk. From the choices given, making sure that walkways are clear and free of trip or fall hazards is the most important way to promote safety in the lab for seniors.

Room temperature and sound may contribute more to patients' comfort than safety. Trashcans should not be removed from the lab since it is important to have a proper place to discard trash.

63.

You are working in the laboratory when you see your child's school teacher come for testing. It is during the school day, and you know she wouldn't miss class unless something was wrong. You're worried and want to make sure everything is okay with the teacher.

Which of the following actions would be considered acceptable?

Avoid accessing any of the teacher's information on the LIS

Ask a colleague to look up the chart and tell you why the teacher is there

Look up the teacher's information and do not tell anyone

Access only the teacher's orders but do not look at other personal information

Correct answer: Avoid accessing any of the teacher's information on the LIS

As a healthcare worker, you may have access to confidential personal information on the Laboratory Information System (LIS). However, accessing the personal information of someone you know, even if you have good intentions, is unethical and exposes you to liability. Looking up any information regarding the teacher's visit breaches ethical standards and also violates HIPAA regulations.

64.

The speed and time of centrifugation are important specifications for each lab. Which setting would likely result in the best separation of serum from cells?

1,200 g for 10 minutes

1,000 g for 1 minute

10,000 g for 1 minute

200 g for 10 minutes

Correct answer: 1,200 g for 10 minutes

The force applied to the substance being centrifuged is called gravity (g) or relative centrifugal force (RCF). This force is a function of the rotation speed of the centrifuge and the rotation radius and thus varies according to the centrifuge size. Generally, centrifuging blood specimens in a setting that creates a force of 1,000 g for 10 minutes will result in a good separation of serum or plasma from the cells.

Gel tubes may require a force of 1,000 to 1,300 for 10 minutes. If a force less than 1,000 g is used, the gel may not function properly and the barrier it provides will be incomplete.

65.

When must the phlebotomist wash their hands?

After each patient contact, or blood and body fluid exposure

At the beginning of the shift

Only when the phlebotomist's hands come into contact with blood

Only when the patient is known to have an infection

Correct answer: After each patient contact, or blood and body fluid exposure

Handwashing is the single most important way to prevent the spread of infection. Hands must be washed after each patient contact, or blood and body fluid exposure, even when gloves are used. Hands must be washed under running water with soap and vigorous rubbing. When rinsing the soap off, the water should flow from the wrists to the fingertips.

66.

An unexpected event in which death or serious physical or psychological injury involving a patient occurs is called a/an:

Sentinel event

Containment event

Abandonment

Joint Commission violation

Correct answer: Sentinel event

A sentinel event is defined as "an unexpected occurrence involving death or serious psychological injury, or risk thereof. Serious injury specifically includes loss of limb or function."

The phlebotomist must be aware of the risks involved with the phlebotomy procedure, which includes:

- *Infection*
 - *Damage to tissues*
 - *Loss of limb function*
 - *Unnecessary psychological stress for the patient*
-

67.

Which of the following is the specimen most commonly requested by law enforcement for forensic toxicology purposes?

Breath or blood for alcohol

Blood or urine for amphetamines

Hair or nail clippings for cannabis

Breath or blood for ammonia

Correct answer: Breath or blood for alcohol

Forensic toxicology is lab testing involving the use of scientific methods to investigate a crime, both intentional or accidental. Toxicology tests examine blood, hair, urine, and other body substances for the presence of toxins. These substances are often present in very small amounts. The tests most frequently requested are breath and blood for alcohol.

68.

Respiratory hygiene/cough etiquette is considered a standard precaution for healthcare workers.

According to these practices, how far should you stand from a person with a respiratory infection?

3 feet

2 feet

10 feet

20 feet

Correct answer: 3 feet

Respiratory hygiene/cough etiquette was recently added as a part of standard precautions. This precaution applies to all who enter a healthcare setting.

Other guidelines that are included in respiratory hygiene/cough etiquette include:

- *Cover your mouth and nose with a tissue when coughing*
 - *Promptly discard used tissues*
 - *Wash your hands after contact with respiratory secretions*
-

69.

What is the most effective way of reducing disease transmission between patients and healthcare providers?

Washing your hands

Wearing a mask

Wearing gloves

Not coming to work when one is sick

Correct answer: Washing your hands

Numerous studies have shown that washing one's hands is the single most effective method of reducing the spread of disease. It is vital that healthcare providers change gloves and wash their hands in between visiting patients.

70.

To perform an ordered test, a laboratory worker uses equipment that is known to be faulty. Despite concerns that it may render inaccurate results, he performs the test anyway.

What might this be considered?

Negligence

Battery

Vicarious liability

Informed consent

Correct answer: Negligence

Performing a medical procedure or test using faulty equipment without addressing it can be considered negligence. It fails to provide the standard of care expected in similar circumstances.

Vicarious liability refers to liability imposed by the law on one person for acts committed by another, such as when an employer is held responsible for acts committed by an employee. This principle is not applicable in the scenario.

71.

What should a phlebotomist do to limit the transmission of infectious agents at the portal of entry during a venipuncture procedure?

Practice aseptic technique

Use sterile gloves

Increase room temperature

Ensure proper specimen labeling

Correct answer: Practice aseptic technique

Practicing aseptic technique during venipuncture helps reduce the transmission of infectious agents at the Portal of Entry, which is the puncture site.

Sterile gloves are not used in venipuncture since it is not a sterile procedure. Proper specimen labeling is an important practice but does not limit the transmission of infectious agents. Room temperature alone does not affect the transmission of pathogens during venipuncture.

72.

What are specific measurements or values that provide information on the effectiveness or quality of processes within the lab?

Quality indicators

Quality assurance

Assurance indicators

Assurance measures

Correct answer: Quality indicators

An indicator is defined as a measurement that gives information on what something is like, such as the state or level of something.

Quality indicators are well-defined, objective values that can be measured to provide information on what actions can be taken within the lab for improvement. Quality indicators are measures that can lead to better quality.

Examples of quality indicators include:

- *Adequacy*
- *Timeliness*
- *Effectiveness*
- *Patient satisfaction*

These indicators are associated with potential problem areas.

Quality assurance is the process of setting up quality indicators to monitor. The other two options are not terms used in laboratory compliance.

73.

What is a communicable disease that may be commonly found in a particular area, country, or people group?

Endemic

Outbreak

Epidemic

Pandemic

Correct answer: Endemic

Endemic infections are commonly found in communities. Examples of endemic illnesses include influenza, hepatitis, and malaria.

- *A disease that suddenly increases beyond the endemic level, to more than what is expected, is called an outbreak.*
 - *When an outbreak spreads rapidly and affects a large group, it is called an epidemic.*
 - *When an epidemic spreads over multiple countries or continents and affects many people, it is called a pandemic.*
-

74.

What is the basis of the tort of battery in a healthcare setting?

Touching without consent or justification

Failure to provide informed consent

Injury to another person's reputation through spoken words

Unauthorized disclosure of medical records

Correct answer: Touching without consent or justification

Battery in a healthcare setting is based on the unprivileged touching of one person by another without their full knowledge and consent.

Injury to another person's reputation through spoken words is called defamation.

Unauthorized disclosure of medical records is called a breach of confidentiality.

75.

In legal cases against healthcare workers, the court will evaluate the accused's training and experience. If the court rules that the wounded individual was entitled to a greater standard of care, what form of action may the healthcare professional face?

Malpractice

Negligence

Fraud

Liability

Correct answer: Malpractice

Malpractice is a type of negligence committed by a healthcare professional. A claim of malpractice implies that a greater standard of care was owed to the injured person than the "reasonable person" standard that is associated with negligence.

Fraud is not related to negligence; it is a deceitful practice or false portrayal of facts. Liability means legal responsibility.

76.

Point-of-Care Testing (POCT) requires Quality Control (QC) checks to monitor the quality of waived tests that are performed. When does the College of American Pathologists (CAP) require external liquid control testing?

Before using a new batch of test strips or kits

Once a year

When the ambient temperature is above 72 degrees

After the device shows ten consecutive normal readings

Correct answer: Before using a new batch of test strips or kits

The College of American Pathologists does not set a frequency for testing, but rather advises facilities to conduct external Quality Control (QC) checks when new supplies are used, new personnel are using the device, and as recommended by the manufacturer.

77.

What is the goal of the Occupational Safety and Health Administration (OSHA)?

To promote safety for healthcare workers and their environment

To ensure accurate results are sent to laboratories

To outline safety and environmental standards for patients

To study and recommend treatment options for infectious diseases

Correct answer: To promote safety for healthcare workers and their environment

OSHA is a regulating organization that ensures safety in the workplace. Many dangerous situations arise in healthcare, especially for those working directly with patients, and certain regulations must be met by employers to keep employees safe.

78.

A safety manual contains policies and procedures related to chemical, electrical, fire, and radiation safety. Which organization requires every business to have a workplace safety manual?

Occupational Safety and Health Administration (OSHA)

The Joint Commission (TJC)

Clinical Laboratory Improvement Advisory Committee (CLIA)

Office of Quality Monitoring

Correct answer: Occupational Safety and Health Administration (OSHA)

The Occupational Safety and Health Administration (OSHA) requires every business to have a safety manual available for employee use, and they issue hefty fines for noncompliance.

79.

What are the minimum required markings for the outer container of a diagnostic tissue specimen that is being sent to an out-of-state laboratory?

Name, address, and phone number of the sender

Name of the lab and ordering physician

Patient ID number

Time that the specimen was collected and expires

Correct answer: Name, address, and phone number of the sender

According to the Department of Transportation (DOT), to ship a specimen out of the area, the minimum required markings for the shipping package include:

- *A UN 3373 label with the words "Biological Substance Category B"*
- *A Class 9 miscellaneous label if the package contains dry ice*
- *The name, address, and phone number of the shipper and the receiver or consignee*

Patient and physician information is not required to be on the package label. Time of collection or expiration is also not required.

80.

At lunchtime, you walk into the break room where you find the microwave engulfed in flames. There is no one else in the break room.

What is the next step in this situation?

Pull the fire alarm

Call 9-1-1

Close the door to contain the fire

Activate the fire extinguisher

Correct answer: Pull the fire alarm

You can use the acronym RACE to remember the order of action in the event of a fire.

- 1. R - Rescue anyone in danger*
- 2. A - Activate the alarm*
- 3. C - Confine the fire by closing doors and windows*
- 4. E - Extinguish the fire using the nearest available fire extinguisher*

Since there is no one else in the break room in this scenario, the next step is to activate the fire alarm.

81.

Which of the following is an example of ethical phlebotomy practice?

Politely declining an invitation to dinner from a patient that frequents your office

Taking a box of gloves home from the lab for personal use

Spending downtime on the clock in the break room watching television

Using the laboratory computer to check Facebook when business is slow between patients

Correct answer: Politely declining an invitation to dinner from a patient that frequents your office

Ethics is a moral philosophy that requires an individual to act responsibly toward patients and employers. Declining a dinner invitation maintains professional boundaries with the patient.

Actions such as taking items from your workplace or spending time on-the-clock on activities that are not work-related are unethical.

82.

Which of the following vaccines is recommended for healthcare workers by the Centers for Disease Control and Prevention (CDC)?

Meningococcal

Ebola

Malaria

Respiratory syncytial virus

Correct answer: Meningococcal

*The CDC recommends one dose of meningococcal conjugate vaccine and serogroup B meningococcal vaccine for those routinely exposed to isolates of *N. meningitidis*. This includes microbiologists and other laboratory technicians.*

The other vaccines that the CDC recommends for healthcare workers include:

- *COVID-19*
 - *Hepatitis B (HBV)*
 - *Influenza (Flu)*
 - *MMR (measles, mumps, and rubella)*
 - *Tdap (tetanus, diphtheria, and pertusis)*
 - *Varicella (chickenpox)*
-

83.

You find tubes in your blood collection tray that expired yesterday.

What should you do next?

Remove the expired tubes and replace them.

Use these tubes first to avoid waste.

Inform the laboratory manager.

Write "expired" on them and leave them on the tray.

Correct answer: Remove the expired tubes and replace them.

Additives in expired tubes may not work properly. For example, an expired anticoagulant may allow micro-clots to form in the sample. In addition, expired tubes may lose vacuum, which can result in short draws. Consequently, phlebotomists must routinely check tube expiration dates and discard tubes that are expired.

Although you should inform your supervisor so that they can make sure you have adequate supplies on hand, it is unnecessary to contact the laboratory manager. You should not label them and leave them on the collection tray because they could be pulled and used accidentally.

84.

Healthcare workers must be able to recognize signs and symptoms of shock to respond quickly and appropriately. Which of the following best describes common signs of shock?

Rapid and weak pulse, fast and shallow breathing

Rapid and strong pulse, normal breathing rate

Normal pulse, normal breathing rate

Normal pulse, fast and shallow breathing rate

Correct answer: Rapid and weak pulse, fast and shallow breathing

Shock occurs when there is insufficient return of blood flow to the heart. This results in inadequate oxygen supply to the brain and other tissues. Shock has many causes, including hemorrhage, heart attack, trauma, and drug reactions. Common symptoms of shock include:

- *Pale, cool, clammy skin*
- *Rapid, weak pulse*
- *Increased, shallow breathing rate*
- *Expressionless face and staring eyes*

You must treat shock by improving blood circulation to get oxygen to the brain and other tissues. Have the patient lie down, elevate their legs, and maintain their airway.

85.

Cardiopulmonary Resuscitation (CPR) certification is good for how many years before it must be renewed?

Two

Three

Four

Five

Correct answer: Two

CPR certification must be renewed with a refresher course every two years.

Most healthcare institutions require their personnel to be certified in CPR, so most phlebotomy programs require it as a prerequisite.

86.

A patient with active herpes zoster (shingles) infection and vesicular skin eruptions would most likely be on:

Airborne precautions

Droplet precautions

No precautions

Standard precautions

Correct answer: Airborne precautions

With active shingles infection, airborne plus contact precautions are recommended to prevent transmission. This means that the patient should be in a special airborne isolation room and healthcare workers should keep the door closed. Hand hygiene is encouraged, and an N-95 mask is recommended.

87.

Which of the following actions helps phlebotomists avoid lawsuits?

Regularly participate in continuing education

Avoid documenting incidents and occurrences

Assume implied consent for venipuncture procedures

Only monitor patients with a history of complications

Correct answer: Regularly participate in continuing education

Continuing education activities such as workshops and seminars help healthcare workers maintain proficiency and stay up-to-date on regulations and industry trends.

Phlebotomists should also document incidents/occurrences, acquire informed consent, and carefully monitor all patients before, during, and after procedures.

88.

What is the compression-to-ventilation ratio for CPR on an adult victim?

30:2

30:1

60:1

60:2

Correct answer: 30:2

For adult CPR, the compression-to-ventilation ratio is 30:2, with each breath delivered over 1 second with observable chest rise and fall.

89.

At what point in the venipuncture process should the phlebotomist remove their gloves?

After disposing of used materials

After transporting the specimen to the lab

Before lifting the bedrail to its previous position if in a hospital setting

After leaving the drawing area

Correct answer: After disposing of used materials

Gloves should be discarded and hands sanitized after the procedure is complete, but before the phlebotomist leaves the drawing area.

The phlebotomist should still have gloved hands when they raise the bed rail to prevent picking up microbes on their hands from the patient's bed. The phlebotomist should not leave the room with dirty or used gloves on.

90.

If soap and water are not available, what should the phlebotomist use for hand hygiene?

Alcohol-based hand sanitizer

Bleach wipes

Povidone iodine

Water-based hand sanitizer

Correct answer: Alcohol-based hand sanitizer

Hand hygiene must be performed after each patient contact, even when gloves are used. Alcohol-based hand cleansers may be used in place of handwashing unless the hands are visibly soiled.

91.

During a meeting, Josie suggests a way to improve safety. She suggests moving the sharps injury log to the break room so that employees can all see how the staff is doing on the safety goals.

Does this suggestion comply with the Bloodborne Pathogens Standard?

No, it may compromise the confidentiality of injured employees.

Yes, transparency is essential for safety and progress.

Yes, it saves the manager time from having to read reports.

No, the sharps injury log is not part of the Bloodborne Pathogens Standard.

Correct answer: No, it may compromise the confidentiality of injured employees.

According to OSHA's guidelines for an Exposure Control Plan, employers must maintain a sharps injury log. The log must be maintained in a manner that protects the confidentiality of the injured employee. Therefore, it should not be placed in a public area. Instead, a manager's office or other secured location would comply with the current guidelines for an exposure control plan.

92.

Phlebotomist Rose is going to draw blood on a 14-year-old girl who is visiting an urgent care center for abdominal pain. The girl's mother is not in the room because she stepped outside to make a phone call. Rose explains the procedure, and the girl agrees to have her blood drawn.

Which statement is true in this scenario about consent for minors?

Without the parent's consent for venipuncture, Rose could be liable for assault and battery.

The minor can give informed consent and Rose can draw blood since she explained the procedure.

Without the parent's consent for venipuncture, Rose must obtain the girl's written consent.

The minor can give expressed consent, and Rose can draw blood since she explained the procedure.

Correct answer: Without the parent's consent for venipuncture, Rose could be liable for assault and battery.

As a general rule, a minor cannot give consent for the administration of medical treatment. Parental or guardian consent is required. Healthcare personnel who violate this rule can be held liable for assault and battery. A minor is anyone who has not reached the age of majority in their state. In most states, this is age 18, but it is 19 or 21 in other states.

93.

When dealing with an immunocompromised patient, what is essential in phlebotomy practice?

Wearing personal protective equipment (PPE)

Drawing blood as quickly as possible

Using latex-free supplies

Asking another phlebotomist to assist

Correct answer: Wearing personal protective equipment (PPE)

A patient who is immunocompromised has a weakened immune system. When dealing with an immunocompromised patient, phlebotomists must prioritize safety by wearing appropriate PPE to prevent potential infections.

Drawing blood as quickly as possible is unnecessary in this scenario, and getting in a hurry could cause mistakes.

Using latex-free supplies is essential when the patient has a latex allergy, but patients who are immunocompromised may or may not have a latex allergy.

It is also unnecessary to ask another phlebotomist to assist. It could also potentially increase their exposure.

94.

A home nurse drew blood from a patient and dropped off the specimens at the lab for testing. The nurse was in a hurry and did not take care to transport the specimens in an upright position. Instead, she tossed the bag in her cooler, and the tubes rolled around in the transport box en route to the lab.

What is the most likely outcome for these tubes of blood?

Agitation-induced hemolysis

Delayed transport

Contamination

Evaporation

Correct answer: Agitation-induced hemolysis

Transporting tubes in a vertical, upright position reduces agitation that can cause red cell damage and lead to specimen hemolysis. Furthermore, CLSI recommends placing non-gel tubes in an upright position as soon as they have been mixed.

In this scenario, the nurse's failure to transport the specimens correctly is unlikely to result in delayed transport. Evaporation and contamination are problems that can occur during processing and are unrelated to specimen transport.

95.

After unsheathing a needle, a phlebotomist should perform what inspection?

Defects

Length

Gauge

Manufacturer

Correct answer: Defects

The phlebotomist should always inspect their supplies before inserting a needle into a venipuncture site. The shaft and tip should be checked for manufacturing defects, such as a sharp barb or a blunt tip. The surface of the needle should be smooth. If the needle looks abnormal, discard it and select a new one.

The type of needle and its size (length and gauge) should be determined before selecting the needle, not after opening (unsheathing) it.

96.

When working in the lab, a phlebotomist may encounter hazardous chemicals. It is important to remember that combining certain liquids can cause dangerous chemical reactions.

What is the safe way to combine an acid that must be mixed with another liquid?

Add the acid to the other liquid first

Add the other solution to the acid first

Add water to the acid first

Add water to the solution first

Correct answer: Add the acid to the other liquid first

*An important chemical safety rule to remember when working with acids is to **never add water or another liquid to the acid**, as it can cause an explosive reaction. If you must mix acid with another liquid, always add the acid to the other liquid.*

A memory device for this concept is "AAA" for always add acid.

97.

Phlebotomist Jael is collecting a blood specimen from a patient in the emergency room who is unable to speak. Since the patient was unable to provide demographic information such as name and date of birth on arrival, a temporary name was assigned along with a medical record number.

What two patient identifiers should the phlebotomist use when verifying the physician's order?

Temporary name and medical record number

Temporary name and bed number

Medical record number and bed number

Medical record number and room number

Correct answer: Temporary name and medical record number

When a patient is unresponsive, patient identifiers can be a temporary name, such as John Doe, and a medical record number or assigned Emergency Department number until the patient's identity can be confirmed.

Other acceptable patient-specific identifiers include:

- *Photograph*
- *Address*
- *Social security number*
- *Date of birth*

Room numbers and patient locations should never be used as identifiers.

98.

Methicillin-resistant *Staphylococcus aureus* (MRSA) is a type of bacteria that is often associated with healthcare-related infections.

Which of the following is true of MRSA?

MRSA can be carried and spread by people without symptoms.

MRSA infection is not serious and cannot be fatal.

MRSA cannot survive on surfaces like towels, furniture, or clothing.

MRSA is easily treated with antibiotics.

Correct answer: MRSA can be carried and spread by people without symptoms.

According to the CDC, about 5% of patients in US hospitals carry MRSA in their nose or on their skin, sometimes unknowingly. The chain of infection requires a susceptible host and a portal of entry. In the hospital, MRSA bacteria can be spread to people who are sick and vulnerable to infection. It can live for days, even weeks, on surfaces such as clothing or furniture.

Once introduced to a host, MRSA can cause a variety of infections, from pneumonia (lung infection) to surgery site infection (wound). MRSA is serious since it is resistant to many antibiotics. It can be life-threatening.

99.

How often must employers review and update their exposure control plan?

Every year

Every 2 years

Every 3 years

Every 4 years

Correct answer: Every year

The Bloodborne Pathogen (BPP) Standard says that employers must have a written exposure control plan and that the exposure control plan must be reviewed and updated at least annually to document the evaluation and implementation of safer medical devices.

The US Occupational Safety and Hazard Administration (OSHA) is the agency that enforces this regulation.
