

# Phlebotomy Solutions

## Practice Test Questions



AL GARZA BHS

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# **Phlebotomy Solutions**

## **Practice Exams**

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**Phlebotomy Test Questions**  
**Certified Phlebotomy Technician I**

1. Which of the following is an agency that certifies phlebotomists?
- a. American Society for Clinical Pathology (ASCP)
  - b. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
  - c. National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
  - d. National Committee for Clinical Laboratory Standards (NCCLS)

Answer:

2. The primary duty of a phlebotomist is to:
- a. access specimens.
  - b. collect blood specimens.
  - c. collect and document workload.
  - d. perform skin tests.

Answer:

3. Primum non nocere comes from the Hippocratic oath and means:
- a. first do no harm.
  - b. first things first.
  - c. quality is foremost.
  - d. ready to serve.

Answer:

4. All the following are examples of good work ethics EXCEPT:
- a. accountability
  - b. dependability

- c. liability
- d. reliability

Answer:

5. All the following are reasons for a phlebotomist to participate in continuing education programs EXCEPT:

- a. to follow Centers for Disease Control (CDC) mandates
- b. to learn new techniques
- c. to remain current in phlebotomy technology
- d. to renew certification

Answer:

6. Proof of participation in a workshop to upgrade skills required by some agencies to renew certification is called:

- a. accreditation.
- b. continuing education units (CEU's).
- c. essentials.
- d. reciprocity.

Answer:

7. Personal "zone of comfort" is a radius of:

- a. 1-18 inches
- b. 1.5-4 feet
- c. 4-12 feet
- d. more than 12 feet

Answer:

8. Which of the following is an example of a barrier to effective communication with a patient? The patient:

- a. does not speak English.
- b. is a child.
- c. is emotionally upset.
- d. all of the above.

Answer:

9. Which of the following examples is a good way to earn a patient's trust?

- a. act knowledgably
- b. convey sincerity
- c. look professional
- d. all of the above

Answer:

10. All the following are recognized elements of good communication in the healthcare setting EXCEPT:

- a. confirmation
- b. control
- c. distrust
- d. empathy

Answer:

11. The best way to handle a "difficult" or "bad" patient is to:

- a. help the patient to feel in control of the situation.
- b. leave the room without collecting a specimen from the patient.
- c. speak firmly to the patient to show that you are in control of the situation.
- d. threaten to report the patient to his or her doctor.

Answer:

12. Which laboratory department performs tests to identify abnormalities of the blood and blood-forming tissues?

- a. chemistry
- b. hematology
- c. microbiology
- d. urinalysis

Answer:

13. What department is responsible for administering a patient's oxygen therapy?

- a. cardio diagnostics
- b. electroencephalography
- c. physical therapy
- d. respiratory therapy

Answer:

14. Which of the following tests would be performed in surgical pathology?

- a. compatibility testing
- b. enzyme immunoassay
- c. frozen section
- d. triglycerides

Answer:

15. The phlebotomist is asked to collect a specimen from a patient in the nephrology department. A patient in this department is most likely being treated for a disorder of the:

- a. joints.
- b. kidneys.

- c. lungs.
- d. nose.

16. Which of the following tests is performed in the coagulation department?

- a. blood urea nitrogen (BUN)
- b. complete blood count (CBC)
- c. glucose
- d. protime (PT)

Answer:

17. Which medical specialty treats patients with tumors?

- a. geriatrics
- b. oncology
- c. ophthalmology
- d. orthopedics

Answer:

18. The medical specialty that treats skeletal system disorders is:

- a. gastroenterology
- b. neurology
- c. orthopedics
- d. pediatrics

Answer:

19. Another name for blood bank is:

- a. immunohematology.
- b. immunology.

- c. microbiology.
- d. serology.

20. Which department performs cerebrospinal fluid (CSF) analysis?

- a. chemistry
- b. hematology
- c. microbiology
- d. all of the above

Answer:

21. Toxicology is often a part of which of the following laboratory departments?

- a. chemistry
- b. coagulation
- c. hematology
- d. urinalysis

Answer:

22. A physician who is a specialist in diagnosing disease from laboratory findings is a(n):

- a. administrative technologist.
- b. laboratory director.
- c. medical technologist.
- d. pathologist.

Answer:

23. Which of the following would most likely be performed in the serology department?

- a. blood urea nitrogen (BUN)
- b. complete blood cell count (CBC)



- c. prothrombin time (protime or PT)
- d. rapid plasma reagin (RPR)

Answer:

24. A specimen for ova and parasite testing would be sent to:

- a. chemistry
- b. coagulation
- c. microbiology
- d. urinalysis

Answer:

25. Blood typing and compatibility testing are performed in which department?

- a. blood bank
- b. chemistry
- c. coagulation
- d. hematology

Answer:

26. Which test performed in immunology detects streptococcus infection?

- a. ASO
- b. mono-spot
- c. RA
- d. RPR

Answer:

27. Diagnosis and treatment of diseases characterized by joint inflammation is part of which medical specialty?

- a. dermatology

- b. gastroenterology
- c. internal medicine
- d. rheumatology

Answer:

28. The abbreviation for an agency that has an approval process for phlebotomy programs is the:

- a. JCAHO.
- b. NAACLS.
- c. NCA.
- d. NCCLS.

Answer:

29. The abbreviation for a national organization that established quality standards to ensure the accuracy, reliability, and timeliness of patient test results, regardless of the size, type, or location of the laboratory.

- a. BBP Standard
- b. CLIA
- c. CLIA '88
- d. OSHA

Answer:

30. The abbreviation for an agency that sets standards for phlebotomy procedures.

- a. ASCP
- b. NAACLS
- c. NCA
- d. NCCLS

Answer:

31. Areas of phlebotomy subject to quality control (QC) procedures include:

- a. patient identification.
- b. phlebotomy technique.
- c. specimen labeling.
- d. all of the above

Answer:

32. Which organization provides voluntary laboratory inspections and proficiency testing?

- a. College of American Pathologists (CAP)
- b. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- c. National Certification Agency for Medical Laboratory Personnel (NCA)
- d. Occupational Safety and Health Administration (OSHA)

Answer:

33. Which pre-analytical factor that can affect validity of test results is not always under the phlebotomist's control?

- a. patient preparation
- b. patient identification
- c. specimen collection
- d. specimen handling

Answer:

34. A specimen was mislabeled on the floor. You are required to fill out an incident report form. All the following information would be included EXCEPT:

- a. description of the consequence
- b. details of the corrective action taken
- c. explanation of the problem

d. suggestion for new guidelines

Answer:

35. What laboratory document describes in detail the steps to follow for specimen collection?

- a. OSHA safety manual
- b. policy guidelines
- c. quality control procedures
- d. procedure manual/floor book

Answer:

36. Drawing a patient's blood without his or her permission can result in a charge of:

- a. assault and battery.
- b. breach of confidentiality.
- c. malpractice.
- d. negligence.

Answer:

37. What does the term "tort" mean?

- a. a criminal action
- b. a wrongful act for which damages may be awarded
- c. monetary awards for injustices
- d. personal injury or malpractice

Answer:

38. All the following would violate a patient's right to confidentiality EXCEPT:

- a. indicating the nature of a patient's disease on the door
- b. keeping a list of HIV-positive patients posted in the laboratory

- c. posting a patient's laboratory results on a bulletin board in his or her room
- d. sharing collection site information on a patient from whom it is difficult to draw blood

Answer:

39. Unauthorized release of confidential patient information is called:

- a. assault.
- b. invasion of privacy.
- c. negligence.
- d. violation of informed consent.

Answer:

40. Civil actions involve:

- a. actions between private parties.
- b. crimes against the state.
- c. laws established by governments.
- d. offenses for which a person may be imprisoned.

Answer:

41. Malpractice is a claim of:

- a. battery.
- b. breach of confidentiality.
- c. improper treatment.
- d. invasion of privacy.

Answer:

42. A patient is told that she must remain still during blood collection or she will be restrained. Which tort is involved in this example?

- a. assault
- b. battery
- c. fraud
- d. malpractice

Answer:

43. A patient agrees to undergo treatment after the method, risks, and consequences are explained to him. This is an example of:

- a. implied consent.
- b. informed consent.
- c. Respondent superior.
- d. standard of care.

Answer:

44. The period within which an injured party may file a lawsuit is known as:

- a. Respondent superior.
- b. standard of care.
- c. statute of limitations.
- d. tort interval.

Answer:

45. The definition of a minor is anyone:

- a. younger than 18 years of age.
- b. younger than 21 years of age.
- c. who has not reached the age of majority.
- d. who is not self-supporting.

Answer:

46. Performing one's duties in the same manner as any other reasonable and prudent person with the same experience and training is referred to as:

- a. risk management.
- b. the statute of limitations.
- c. the standard of care.
- d. vicarious liability.

Answer:

47. Doing something that a reasonable and prudent person would not do, or failing to do something that a reasonable and prudent person would do is:

- a. battery.
- b. breach of confidentiality.
- c. fraud.
- d. negligence.

Answer:

48. Which of the following must be present to claim negligence?

- a. a breaking of a legal duty or obligation owed by one person to another
- b. a legal duty or obligation owed by one person to another
- c. harm done as a result of breach of duty
- d. all of the above

Answer:

49. The process of gathering information by taking statements and interrogating parties involved in a lawsuit is called:

- a. collaboration.

- b. deposition.
- c. discovery.
- d. litigation.

Answer:

50. Which of the following is proper neonatal intensive care unit blood-drawing procedure?

- a. keep your blood drawing tray as close to the isolate as possible
- b. never awaken an infant to draw blood
- c. use povidone-iodine to clean a skin puncture site
- d. wear mask, gown, and gloves

Answer:

51. What does the National Fire Protection Association (NFPA) codeword RACE mean?

- a. rescue, alarm, confine, extinguish
- b. rescue, activate, cover, extinguish
- c. run, alarm, counter, extinguish
- d. run, activate, confine, escape

Answer:

52. When the chain of infection is broken:

- a. an individual becomes immune.
- b. an individual becomes susceptible.
- c. infection is prevented.
- d. infection results.

Answer:



53. The term used to describe an infection that infects the entire body is:

- a. communicable.
- b. local.
- c. nosocomial.
- d. systemic.

Answer:

54. Which type of precautions would be used for a patient who has pulmonary tuberculosis?

- a. airborne
- b. droplet
- c. contact
- d. reverse

Answer:

55. All the following are recommended by the OSHA Bloodborne Pathogen Standard EXCEPT:

- a. dismissal of HIV-positive workers
- b. hand washing following glove removal
- c. HBV immunization
- d. use of barrier protection devices

Answer:

56. The abbreviation for the virus that causes acquired immune deficiency syndrome (AIDS) is:

- a. HAV.
- b. HBV.
- c. HCV.

d. HIV.

Answer:

57. A person who has recovered from a particular virus and has developed antibodies against that virus is said to be:

- a. a carrier.
- b. immune.
- c. infectious.
- d. susceptible.

Answer:

58. According to standard first aid procedures, severe external hemorrhage is best controlled by:

- a. applying direct pressure and elevation of the extremity.
- b. applying a tourniquet above the affected area.
- c. keeping the injured extremity below the level of the heart.
- d. raising the victim's head above the level of the injury.

Answer:

59. A pathogen is:

- a. a communicable virus.
- b. a microbe capable of causing disease.
- c. any microorganism anywhere.
- d. normal flora of the skin.

Answer:

60. Proper hand washing procedure involves all of the following EXCEPT:

- a. stand back so that clothing does not touch the sink

- b. wet hands with water before applying soap
- c. wash for at least 15 seconds
- d. turn the faucet off with the towel used to dry your hands

Answer:

61. An example of a disease requiring droplet isolation is:

- a. pertussis.
- b. rubeola.
- c. respiratory syncytial virus (RSV).
- d. varicella.

Answer:

62. A Class C fire involves:

- a. combustible metals.
- b. electrical equipment.
- c. flammable liquids.
- d. ordinary combustible materials.

Answer:

63. Objects capable of adhering to infectious material and transmitting disease are called:

- a. fomites.
- b. vectors.
- c. vehicles.
- d. none of the above.

Answer:

64. The body organ targeted by HBV is the:

- a. brain.
- b. heart.
- c. liver.
- d. lungs.

Answer:

65. Gloves are worn to

- a. prevent contamination of hands when handling blood or body fluids.
- b. reduce the chance of transmitting microorganisms on the hands of personnel to patients during invasive procedures.
- c. minimize the possibility of transmitting infectious microorganisms from one patient to another.
- d. all the above

Answer:

66. The three components of fire referred to as the fire triangle are:

- a. combustible material, carbon dioxide, heat.
- b. fuel, oxygen, heat.
- c. fuel, oxygen, static electricity.
- d. vapor, carbon dioxide, energy.

Answer:

67. Which of the following is a proper electrical safety procedure:

- a. handling electrical equipment with wet hands
- b. using frayed electrical cords
- c. using extension cords when necessary
- d. servicing electrical equipment when unplugged

Answer:

68. Standard precautions apply to all body fluids except:

- a. joint fluid.
- b. saliva.
- c. sweat.
- d. urine.

Answer:

69. The ability of a microorganism to survive on contaminated articles and equipment has to do with its:

- a. susceptibility.
- b. transmission.
- c. viability.
- d. virulence.

Answer:

70. Airborne precautions require the phlebotomist to wear:

- a. a mask.
- b. a gown.
- c. eye protection.
- d. an N95 respirator.

Answer:

71. The most common type of nosocomial infection in the United States is:

- a. hepatitis infection.
- b. respiratory infection.
- c. urinary tract infection.

d. wound infection.

Answer:

72. You accidentally splash a bleach solution in your eyes while preparing it for cleaning purposes. What is the first thing to do?

- a. dry your eyes with a paper towel
- b. flush your eyes with water for a minimum of 15 minutes
- c. proceed to the emergency department as quickly as possible
- d. put 10 - 20 drops of saline in your eyes

Answer:

73. What is the best way to clean up blood that has dripped on the arm of a phlebotomy chair?

- a. absorb it with a damp cloth and wash the area with soap and water
- b. absorb it with a paper towel or gauze pad and wipe the area with disinfectant
- c. wait for it to dry and then scrape it into a biohazard bag
- d. wipe it up with an alcohol pad using concentric circles

Answer:

74. Which mode of infection transmission occurs from touching contaminated bed linens?

- a. direct contact
- b. droplet contact
- c. indirect contact
- d. vehicle contact

Answer:

75. What type of isolation would be used for a patient who has a very low white cell count?

- a. airborne
- b. droplet
- c. contact
- d. neutropenic

Answer:

76. What should the phlebotomist do if the outside of a patient specimen tube has blood on it?

- a. discard it after pouring the contents into a clean tube
- b. discard it in the patient's room and draw a new tube
- c. place a biohazard label on it
- d. wipe it with disinfectant

Answer:

77. A laboratory or patient care activity that requires goggles to prevent exposure from sprays or splashes also requires this protective attire.

- a. earplugs
- b. mask
- c. respirator
- d. sterile gown

Answer:

78. How many classes of fire are identified by the National Fire Association (NFPA)?

- a. two
- b. three
- c. four

d. six

Answer:

79. What is the best means of preventing nosocomial infection?

- a. isolation procedures
- b. proper hand washing
- c. proper immunization
- d. wearing gloves

Answer:

80. The purpose of "protective" isolation is to:

- a. prevent airborne transmission of disease.
- b. protect others from patients with transmissible diseases.
- c. protect susceptible patients from outside contamination.
- d. provide a safe environment for psychiatric patients.

Answer:

81. Which of the following involves possible exposure to bloodborne pathogens by a "percutaneous" exposure route?

- a. getting struck with a contaminated needle
- b. handling blood specimens with ungloved, badly chapped hands
- c. ingesting infectious material
- d. mucous membrane contact with infectious material

Answer:



82. The OSHA Hazardous Communication (Haz Com) Standard is also commonly called the:

- a. "Disclosure" Law.
- b. Material Safety Data Sheets (MSDS) Act.
- c. The "Right to Know" Law.
- d. United Nations Placard Recognition System.

Answer:

83. The best course of action when entering an isolation room is:

- a. follow the directions on the sign on the door.
- b. wear gown, mask, and gloves.
- c. wear only a gown.
- d. wear only a mask.

Answer:

84. Which of the following diseases involve a bloodborne pathogen?

- a. influenza
- b. malaria
- c. rubella
- d. strep infection

Answer:

85. What is the proper order for putting on protective clothing?

- a. gloves first, then gown, mask last
- b. gown first, then gloves, mask last
- c. gown first, then mask, gloves last
- d. mask first, then gown, gloves last

Answer:

86. The blue quadrant of the National Fire Protection Association (NFPA) diamond-shaped symbol for hazardous materials indicates:

- a. fire hazard.
- b. health hazard.
- c. reactivity hazard.
- d. specific hazard.

Answer:

87. What is the first thing the phlebotomist should do in the event of an accidental needlestick?

- a. check the patient's medical records.
- b. decontaminate the site and fill out an incident report.
- c. go to employee health service and get a tetanus booster.
- d. leave the area so that the patient does not notice the injury.

Answer:

88. All the following are symptoms of shock EXCEPT:

- a. cold, clammy skin
- b. expressionless face and staring eyes
- c. increased shallow breathing
- d. strong, rapid pulse

Answer:

89. This organization's regulations supersede those of all other organizations.

- a. College of American Pathologists (CAP)
- b. Centers for Disease Control and Prevention (CDC)
- c. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

d. Occupational Safety and Health Administration (OSHA)

Answer:

90. Which of the following contains regulations requiring the availability of personal protective equipment (PPE) in the medical laboratory?

- a. OSHA Bloodborne Pathogens (BBP) Standard
- b. Clinical Laboratory Improvement Amendments of 1988 (CLIA '88)
- c. Guideline for Isolation Precautions in Hospitals
- d. OSHA Hazardous Communication (Haz Com) Standard

Answer:

91. New American Heart Association recommendations for CPR on adults by laypersons include all the following recommendations EXCEPT:

- a. deletion of the pulse check.
- b. public access to and training in the use of automatic external defibrillators (AEDs).
- c. requiring a blind finger-sweep of the mouth before initiating CPR.
- d. standardizing the ratio of chest compressions to rescue breaths to 15:1 for both one and two rescuer CPR

Answer:

92. The most frequently occurring laboratory-acquired infection is:

- a. hepatitis A virus (HAV)
- b. hepatitis B virus (HBV)
- c. human immunodeficiency virus (HIV)
- d. tuberculosis (TB)

Answer:

93. Which class of fire occurs with combustible metals?

- a. A
- b. B
- c. C
- d. D

Answer:

94. An example of vector infection transmission is:

- a. acquiring HIV infection from a blood transfusion.
- b. contracting hepatitis from a contaminated countertop.
- c. contracting plague from the bite of a rodent flea.
- d. contracting tuberculosis transmitted by droplet nuclei.

Answer:

95. What is the correct order for removing protective clothing?

- a. gloves, mask, gown
- b. gown, gloves, mask
- c. gown, mask, gloves
- d. mask, gown, gloves

Answer:

96. What is the first action to take to help a victim in shock?

- a. call for help
- b. control bleeding
- c. keep victim lying down
- d. maintain an open airway

Answer:

97. The mode of transmission that involves contaminated food, water, drugs, or a blood transfusion is:

- a. airborne.
- b. contact.
- c. vector.
- d. vehicle.

Answer:

98. The manufacturer must supply a material safety data sheet (MSDS) for:

- a. fluid-resistant laboratory coats.
- b. most patient medications.
- c. isopropyl alcohol.
- d. isotonic saline.

Answer:

99. The abbreviation PT stands for:

- a. partial thromboplastin.
- b. patient temperature.
- c. prothrombin time.
- d. phenylketonuria.

Answer:

100. What word is used to describe the breakdown of red blood cells?

- a. erythema
- b. erythrocytosis
- c. hemostasis
- d. hemolysis

Answer:

## ANSWERS

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  - b. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
  - c. National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
  - d. National Committee for Clinical Laboratory Standards (NCCLS)

Answer: a

2. The primary duty of a phlebotomist is to:
  - a. access specimens.
  - b. collect blood specimens.
  - c. collect and document workload.
  - d. perform skin tests.

Answer: b

3. Primum non nocere comes from the Hippocratic oath and means:
  - a. first do no harm.
  - b. first things first.
  - c. quality is foremost.
  - d. ready to serve.

Answer: a

All of the following are examples of good work ethics EXCEPT:

- a. accountability
- b. dependability
- C. liability

d. reliability

Answer: c

5. All of the following are reasons for a phlebotomist to participate in continuing education programs EXCEPT:

- a. to follow Centers for Disease Control (CDC) mandates
- b. to learn new techniques
- c. to remain current in phlebotomy technology
- d. to renew certification

Answer: a

6. Proof of participation in a workshop to upgrade skills required by some agencies to renew certification is called:

- a. accreditation.
- b. continuing education units (CEU's).
- c. essentials.
- d. reciprocity.

Answer: b

1. Personal "zone of comfort" is a radius of:

- a. 1-18 inches
- b. 1.5-4 feet
- c. 4-12 feet
- d. more than 12 feet

Answer: b

8. Which of the following is an example of a barrier to effective communication with a patient? The patient:

- a. does not speak English.
- b. is a child.
- c. is emotionally upset.
- d. all of the above.

Answer: d

9. Which of the following examples is a good way to earn a patient's trust?

- a. act knowledgably
- b. convey sincerity
- c. look professional
- d. all of the above

Answer: d

10. All of the following are recognized elements of good communication in the healthcare setting EXCEPT:

- a. confirmation
- b. control
- c. distrust
- d. empathy

Answer: c

11. The best way to handle a "difficult" or "bad" patient is to:

- a. help the patient to feel in control of the situation.
- b. leave the room without collecting a specimen from the patient.
- c. speak firmly to the patient to show that you are in control of the situation.
- d. threaten to report the patient to his or her doctor.



Answer: a

12. Which laboratory department performs tests to identify abnormalities of the blood and blood-forming tissues?

- a. chemistry
- b. hematology
- c. microbiology
- d. urinalysis

Answer: b

13. What department is responsible for administering a patient's oxygen therapy?

- a. cardio diagnostics
- b. electroencephalography
- c. physical therapy
- d. respiratory therapy

Answer: d

14. Which of the following tests would be performed in surgical pathology?

- a. compatibility testing
- b. enzyme immunoassay
- c. frozen section
- d. triglycerides

Answer: c

15. The phlebotomist is asked to collect a specimen from a patient in the nephrology department. A patient in this department is most likely being treated for a disorder of the:

- a. joints.
- b. kidneys.

- c. lungs.
- d. nose.

Answer: b

16. Which of the following tests is performed in the coagulation department?

- a. blood urea nitrogen (BUN)
- b. complete blood count (CBC)
- c. glucose
- d. protime (PT)

Answer: d

17. Which medical specialty treats patients with tumors?

- a. geriatrics
- b. oncology
- c. ophthalmology
- d. orthopedics

Answer: b

18. The medical specialty that treats skeletal system disorders is:

- a. gastroenterology
- b. neurology
- c. orthopedics
- d. pediatrics

Answer: c

19. Another name for blood bank is:

- a. immunohematology.

- b. immunology.
- c. microbiology.
- d. serology.

Answer: a

20. Which department performs cerebrospinal fluid (CSF) analysis?

- a. chemistry
- b. hematology
- c. microbiology
- d. all of the above

Answer: d

21. Toxicology is often a part of which of the following laboratory departments?

- a. chemistry
- b. coagulation
- c. hematology
- d. urinalysis

Answer: a

22. A physician who is a specialist in diagnosing disease from laboratory findings is a(n):

- a. administrative technologist.
- b. laboratory director.
- c. medical technologist.
- d. pathologist.

Answer: d

23. Which of the following would most likely be performed in the serology department?

- a. blood urea nitrogen (BUN)
- b. complete blood cell count (CBC)
- c. prothrombin time (protime or PT)
- d. rapid plasma reagin (RPR)

Answer: d

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- a. chemistry
- b. coagulation
- c. microbiology
- d. urinalysis

Answer: c

25. Blood typing and compatibility testing are performed in which department?

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Answer: a

26. Which test performed in immunology detects streptococcus infection?

- a. ASO
- b. monospot
- C. RA
- d. RPR

Answer: a

27. Diagnosis and treatment of diseases characterized by joint inflammation is part of which medical specialty?

- a. dermatology
- b. gastroenterology
- c. internal medicine
- d. rheumatology

Answer: d

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- a. JCAHO.
- b. NAACLS.
- c. NCA.
- d. NCCLS.

Answer: b

29. The abbreviation for a national organization that established quality standards to ensure the accuracy, reliability, and timeliness of patient test results, regardless of the size, type, or location of the laboratory.

- a. BBP Standard
- b. CLIA
- c. CLIA '88
- d. OSHA

Answer: c

30. The abbreviation for an agency that sets standards for phlebotomy procedures.

- a. ASCP
- b. NAACLS
- c. NCA

d. NCCLS

Answer: d

31. Areas of phlebotomy subject to quality control (QC) procedures include:

- a. patient identification.
- b. phlebotomy technique.
- c. specimen labeling.
- d. all of the above

Answer: d

32. Which organization provides voluntary laboratory inspections and proficiency testing?

- a. College of American Pathologists (CAP)
- b. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- c. National Certification Agency for Medical Laboratory Personnel (NCA)
- d. Occupational Safety and Health Administration (OSHA)

Answer: a

J3. Which pre-analytical factor that can affect validity of test results is not always under the phlebotomist's control?

- a. patient preparation
- b. patient identification
- c. specimen collection
- d. specimen handling

Answer: a

34. A specimen was mislabeled on the floor. You are required to fill out an incident report form. All of the following information would be included EXCEPT:

- a. description of the consequence
- b. details of the corrective action taken
- c. explanation of the problem
- d. suggestion for new guidelines

Answer: d

35. What laboratory document describes in detail the steps to follow for specimen collection?

- a. OSHA safety manual
- b. policy guidelines
- c. quality control procedures
- d. procedure manual/floor book

Answer: d

36. Drawing a patient's blood without his or her permission can result in a charge of:

- a. assault and battery.
- b. breach of confidentiality.
- c. malpractice.
- d. negligence.

Answer: a

37. What does the term "tort" mean?

- a. a criminal action
- b. a wrongful act for which damages may be awarded
- c. monetary awards for injustices
- d. personal injury or malpractice

Answer: b

38. All of the following would violate a patient's right to confidentiality EXCEPT:

- a. indicating the nature of a patient's disease on the door
- b. keeping a list of HIV-positive patients posted in the laboratory
- c. posting a patient's laboratory results on a bulletin board in his or her room
- d. sharing collection site information on a patient from whom it is difficult to draw blood

Answer: d

39. Unauthorized release of confidential patient information is called:

- a. assault.
- b. invasion of privacy.
- c. negligence.
- d. violation of informed consent.

Answer: b

40. Civil actions involve:

- a. actions between private parties.
- b. crimes against the state.
- c. laws established by governments.
- d. offenses for which a person may be imprisoned.

Answer: a

41. Malpractice is a claim of:

- a. battery.
- b. breach of confidentiality.
- c. improper treatment.



d. invasion of privacy.

Answer: c

42. A patient is told that she must remain still during blood collection or she will be restrained. Which tort is involved in this example?

- a. assault
- b. battery
- c. fraud
- d. malpractice

Answer: a

· 1. A patient agrees to undergo treatment after the method, risks, and consequences are explained to him. This is an example of:

- a. implied consent.
- b. informed consent.
- c. Respondent superior.
- d. standard of care.

Answer: b

.4. The period within which an injured party may file a lawsuit is known as:

- a. Respondent superior.
- b. standard of care.
- c. statute of limitations.
- d. tort interval.

Answer: c

45. The definition of a minor is anyone:

- a. younger than 18 years of age.

- b. younger than 21 years of age.
- c. who has not reached the age of majority.
- d. who is not self-supporting.

Answer: c

46. Performing one's duties in the same manner as any other reasonable and prudent person with the same experience and training is referred to as:

- a. risk management.
- b. the statute of limitations.
- c. the standard of care.
- d. vicarious liability.

Answer: c

47. Doing something that a reasonable and prudent person would not do, or failing to do something that a reasonable and prudent person would do is:

- a. battery.
- b. breach of confidentiality.
- c. fraud.
- d. negligence.

Answer: d

48. Which of the following must be present to claim negligence?

- a. a breaking of a legal duty or obligation owed by one person to another
- b. a legal duty or obligation owed by one person to another
- c. harm done as a result of breach of duty
- d. all of the above

Answer: d

49. The process of gathering information by taking statements and interrogating parties involved in a lawsuit is called:

- a. collaboration.
- b. deposition.
- c. discovery.
- d. litigation.

Answer: c

50. Which of the following is proper neonatal intensive care unit blood-drawing procedure?

- a. keep your blood drawing tray as close to the isolette as possible
- b. never awaken an infant to draw blood
- c. use povidone-iodine to clean a skin puncture site
- d. wear mask, gown, and gloves

Answer: d

51. What does the National Fire Protection Association (NFPA) codeword RACE mean?

- a. rescue, alarm, confine, extinguish
- b. rescue, activate, cover, extinguish
- c. run, alarm, counter, extinguish
- d. run, activate, confine, escape

Answer: a

52. When the chain of infection is broken:

- a. an individual becomes immune.
- b. an individual becomes susceptible.
- c. infection is prevented.
- d. infection results.

Answer: c

53. The term used to describe an infection that infects the entire body is:

- a. communicable.
- b. local.
- c. nosocomial.
- d. systemic.

Answer: d

54. Which type of precautions would be used for a patient who has pulmonary tuberculosis?

- a. airborne
- b. droplet
- c. contact
- d. reverse

Answer: a

55. All of the following are recommended by the OSHA Bloodborne Pathogen Standard EXCEPT:

- a. dismissal of HIV-positive workers
- b. hand washing following glove removal
- c. HBV immunization
- d. use of barrier protection devices

Answer: a

56. The abbreviation for the virus that causes acquired immune deficiency syndrome (AIDS) is:

- a. HAV.

- b. HBV.
- c. HCV.
- d. HIV.

Answer: d

57. A person who has recovered from a particular virus and has developed antibodies against that virus is said to be:

- a. a carrier.
- b. immune.
- C. infectious.
- d. susceptible.

Answer: b

58. According to standard first aid procedures, severe external hemorrhage is best controlled by:

- a. applying direct pressure and elevation of the extremity.
- b. applying a tourniquet above the affected area.
- c. keeping the injured extremity below the level of the heart.
- d. raising the victim's head above the level of the injury.

Answer: a

59. A pathogen is:

- a. a communicable virus.
- b. a microbe capable of causing disease.
- c. any microorganism anywhere.
- d. normal floral of the skin.

Answer: b

60. Proper hand washing procedure involves all of the following EXCEPT:
- a. stand back so that clothing does not touch the sink
  - b. wet hands with water before applying soap
  - c. wash for at least 15 seconds
  - d. turn the faucet off with the towel used to dry your hands

Answer: d

61. An example of a disease requiring droplet isolation is:
- a. pertussis.
  - b. rubeola.
  - c. respiratory syncytial virus (RSV).
  - d. varicella.

Answer: a

62. A Class C fire involves:
- a. combustible metals.
  - b. electrical equipment.
  - c. flammable liquids.
  - d. ordinary combustible materials.

Answer: b

63. Objects capable of adhering to infectious material and transmitting disease are called:
- a. fomites.
  - b. vectors.
  - c. vehicles.
  - d. none of the above.

Answer: a

64. The body organ targeted by HBV is the:

- a. brain.
- b. heart.
- c. liver.
- d. lungs.

Answer: c

65. Gloves are worn to

- a. prevent contamination of hands when handling blood or body fluids.
- b. reduce the chance of transmitting microorganisms on the hands of personnel to patients during invasive procedures.
- c. minimize the possibility of transmitting infectious microorganisms from one patient to another.
- d. all of the above

Answer: d

66. The three components of fire referred to as the fire triangle are:

- a. combustible material, carbon dioxide, heat.
- b. fuel, oxygen, heat.
- c. fuel, oxygen, static electricity.
- d. vapor, carbon dioxide, energy.

Answer: b

67. Which of the following is a proper electrical safety procedure:

- a. handling electrical equipment with wet hands
- b. using frayed electrical cords
- c. using extension cords when necessary
- d. servicing electrical equipment when unplugged

Answer: d

68. Standard precautions apply to all body fluids except:

- a. joint fluid.
- b. saliva.
- c. sweat.
- d. urine.

Answer: c

69. The ability of a microorganism to survive on contaminated articles and equipment has to do with its:

- a. susceptibility.
- b. transmission.
- c. viability.
- d. virulence.

Answer: c

70. Airborne precautions require the phlebotomist to wear:

- a. a mask.
- b. a gown.
- c. eye protection.
- d. an N95 respirator.

Answer: d

71. The most common type of nosocomial infection in the United States is:

- a. hepatitis infection.
- b. respiratory infection.
- c. urinary tract infection.



d. wound infection.

Answer: c

72. You accidentally splash a bleach solution in your eyes while preparing it for cleaning purposes. What is the first thing to do?

- a. dry your eyes with a paper towel
- b. flush your eyes with water for a minimum of 15 minutes
- c. proceed to the emergency department as quickly as possible
- d. put 10 - 20 drops of saline in your eyes

Answer: b

73. What is the best way to clean up blood that has dripped on the arm of a phlebotomy chair?

- a. absorb it with a damp cloth and wash the area with soap and water
- b. absorb it with a paper towel or gauze pad and wipe the area with disinfectant
- c. wait for it to dry and then scrape it into a biohazard bag
- d. wipe it up with an alcohol pad using concentric circles

Answer: b

74. Which mode of infection transmission occurs from touching contaminated bed linens?

- a. direct contact
- b. droplet contact
- c. indirect contact
- d. vehicle contact

Answer: c

75. What type of isolation would be used for a patient who has a very low white cell count?

- a. airborne
- b. droplet
- c. contact
- d. neutropenic

Answer: d

76. What should the phlebotomist do if the outside of a patient specimen tube has blood on it?

- a. discard it after pouring the contents into a clean tube
- b. discard it in the patient's room and draw a new tube
- c. place a biohazard label on it
- d. wipe it with disinfectant

Answer: d

77. A laboratory or patient care activity that requires goggles to prevent exposure from sprays or splashes also requires this protective attire.

- a. earplugs
- b. mask
- c. respirator
- d. sterile gown

Answer: b

78. How many classes of fire are identified by the National Fire Association (NFPA)?

- a. two
- b. three
- c. four

d. six

Answer: c

79. What is the best means of preventing nosocomial infection?

- a. isolation procedures
- b. proper hand washing
- c. proper immunization
- d. wearing gloves

Answer: b

80. The purpose of "protective" isolation is to:

- a. prevent airborne transmission of disease.
- b. protect others from patients with transmissible diseases.
- c. protect susceptible patients from outside contamination.
- d. provide a safe environment for psychiatric patients.

Answer: c

81. Which of the following involves possible exposure to bloodborne pathogens by a "percutaneous" exposure route?

- a. getting struck with a contaminated needle
- b. handling blood specimens with ungloved, badly chapped hands
- c. ingesting infectious material
- d. mucous membrane contact with infectious material

Answer: a

82. The OSHA Hazardous Communication (HazCom) Standard is also commonly called the:

- a. "Disclosure" Law.

- b. Material Safety Data Sheets (MSDS) Act.
- c. The "Right to Know" Law.
- d. United Nations Placard Recognition System.

Answer: c

83. The best course of action when entering an isolation room is:
- a. follow the directions on the sign on the door.
  - b. wear gown, mask, and gloves.
  - c. wear only a gown.
  - d. wear only a mask.

Answer: a

84. Which of the following diseases involve a Bloodborne pathogen?
- a. influenza
  - b. malaria
  - c. rubella
  - d. strep infection

Answer: b

85. What is the proper order for putting on protective clothing?
- a. gloves first, then gown, mask last
  - b. gown first, then gloves, mask last
  - c. gown first, then mask, gloves last
  - d. mask first, then gown, gloves last

Answer: c

86. The blue quadrant of the National Fire Protection Association (NFPA) diamond-shaped symbol for hazardous materials indicates:

- a. fire hazard.
- b. health hazard.
- c. reactivity hazard.
- d. specific hazard.

Answer: b

87. What is the first thing the phlebotomist should do in the event of an accidental needlestick?

- a. check the patient's medical records.
- b. decontaminate the site and fill out an incident report.
- c. go to employee health service and get a tetanus booster.
- d. leave the area so that the patient does not notice the injury.

Answer: b

88. All of the following are symptoms of shock EXCEPT:

- a. cold, clammy skin
- b. expressionless face and staring eyes
- c. increased shallow breathing
- d. strong, rapid pulse

Answer: d

89. This organization's regulations supersede those of all other organizations.

- a. College of American Pathologists (CAP)
- b. Centers for Disease Control and Prevention (CDC)
- c. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- d. Occupational Safety and Health Administration (OSHA)

Answer: d

90. Which of the following contains regulations requiring the availability of personal protective equipment (PPE) in the medical laboratory?

- a. OSHA Bloodborne Pathogens (BBP) Standard
- b. Clinical Laboratory Improvement Amendments of 1988 (CLIA '88)
- c. Guideline for Isolation Precautions in Hospitals
- d. OSHA Hazardous Communication (HazCom) Standard

Answer: a

91. New American Heart Association recommendations for CPR on adults by laypersons include all the following recommendations EXCEPT:

- a. deletion of the pulse check.
- b. public access to and training in the use of automatic external defibrillators (AEDs).
- c. requiring a blind finger-sweep of the mouth before initiating CPR.
- d. standardizing the ratio of chest compressions to rescue breaths to 15:1 for both one and two rescuer CPR

Answer: c

92. The most frequently occurring laboratory-acquired infection is:

- a. hepatitis A virus (HAV)
- b. hepatitis B virus (HBV)
- c. human immunodeficiency virus (HIV)
- d. tuberculosis (TB)

Answer: b

93. Which class of fire occurs with combustible metals?

- a. A
- b. B
- c. C
- d. D

Answer: d

94. An example of vector infection transmission is:

- a. acquiring HIV infection from a blood transfusion.
- b. contracting hepatitis from a contaminated countertop.
- c. contracting plague from the bite of a rodent flea.
- d. contracting tuberculosis transmitted by droplet nuclei.

Answer: c

95. What is the correct order for removing protective clothing?

- a. gloves, mask, gown
- b. gown, gloves, mask
- c. gown, mask, gloves
- d. mask, gown, gloves

Answer: a

96. What is the first action to take to help a victim in shock?

- a. call for help
- b. control bleeding
- c. keep victim lying down
- d. maintain an open airway

Answer: d

97. The mode of transmission that involves contaminated food, water, drugs, or a blood transfusion is:

- a. airborne.
- b. contact.
- c. vector.
- d. vehicle.

Answer: d

98. The manufacturer must supply a material safety data sheet (MSDS) for:

- a. fluid-resistant laboratory coats.
- b. most patient medications.
- c. isopropyl alcohol.
- d. isotonic saline.

Answer: c

99. The abbreviation PT stands for:

- a. partial thromboplastin.
- b. patient temperature.
- c. prothrombin time.
- d. phenylketonuria.

Answer: c

100. What word is used to describe the breakdown of red blood cells?

- a. erythema
- b. erythrocytosis
- c. hemostasis
- d. hemolysis

Answer: d



## Phlebotomy Solutions

### Review Questions

Directions: Use these practice questions to help you find your strong and weak points.

1. The forearm vein most commonly used for venipuncture is the

- a. median cubital
- b. basilic
- c. cephalic
- d. radial

2. The smallest veins in the human body are known as

- a. villi
- b. bronchioles
- c. venules
- d. lymph glands

3. The aorta branches into smaller divisions called arteries, which in turn branch into even smaller divisions called

- a. capillaries
- b. arterioles
- c. venules
- d. lymph glands

4. Characteristics of capillaries include

- a. having thin-walls
- b. forming microscopic pathways
- c. connecting arterioles with venules
- d. all of the above

5. Within the capillaries, blood cell functions include

- a. releasing oxygen
- b. binding carbon dioxide
- c. eliminating waste
- d. all of the above

6. The heart, lymphatic organs, and blood vessels are in the\_\_\_\_\_system.

- a. respiratory
- b. cardiovascular
- c. digestive
- d. urinary

7. The suffix -URIA at the end of a medical term refers what body location?

- a. blood stream
- b. urine
- c. kidney
- d. synovial fluid

8. The study of blood is known as

- a. hematology
- b. hematoxylin

- c. hemoglobin
- d. hemolysis

9. The liver, stomach, mouth and pancreas are in the \_\_\_\_\_ system.

- a. reproductive
- b. sensory
- c. digestive
- d. muscular

10. The most important step to ensure accuracy in sample collection is

- a. recording the time accurately
- b. by always wearing gloves
- c. keeping the patient supine
- d. identifying the patient properly

11. The bladder, urethra, kidneys, and ureters are in the \_\_\_\_\_ system.

- a. urinary
- b. reproductive
- c. respiratory
- d. muscular

12. The trachea, nose, lungs and pharynx are in the \_\_\_\_\_ system.

- a. skeletal
- b. respiratory
- c. nervous
- d. sensory

13. The sebaceous glands, skin hair and nails are in the\_\_\_\_\_system.

- a. nervous
- h. cardiovascular
- c. sensory
- d. integumentary

14. The body system that is a primary regulator of hormones is the\_\_\_\_\_system.

- a. reproductive
- b. endocrine
- c. integumentary
- d. cardiovascular

15. Neutrophils, eosinophils, basophils, lymphocytes and monocytes are types of

- a. red blood cells
- b. coagulation factors
- c. anticoagulants
- d. white blood cells

16. The common name for the thrombocyte is the

- a. red blood cell
- b. white blood cell
- c. bone marrow
- d. platelet

17. The liquid portion of an anticoagulated blood sample is known as

- a. serum
- b. clot

- c. plasma
- d. hematocrit

18. The instrument that measures blood pressure is called a

- a. sphygmomanometer
- b. hydration barometer
- c. temperature probe
- d. co-oximeter

19. An artery can be distinguished from a vein because an artery will be

- a. harder
- b. pulsating
- c. a different color
- d. softer

20. Lancets are used to collect blood samples by

- a. venipuncture
- b. arterial puncture
- c. venous access devices
- d. capillary or skin puncture

21. The abbreviation VAD is commonly used in hospitals to refer to

- a. venous anesthetic devices
- b. venous access devices
- c. various anesthetic devices
- d. variable antiseptic dilutions

22. To determine the size of the needle, remember that the higher the gauge, the
- longer the needle length
  - smaller the needle bore
  - shorter the needle length
  - larger the needle bore
23. Adult capillary punctures most often involve use of the \_\_\_\_\_ finger(s).
- second (index)
  - little (fifth)
  - third and fourth (middle and ring)
  - second and third (index and middle)
24. A centrifuge is used in a clinical laboratory setting to
- sort tubes of different colors
  - store tubes at correct temperatures
  - measure blood oxygen levels
  - separate liquid from cells in blood
25. The oral glucose tolerance test is used for detection of
- hepatitis
  - diabetes
  - mononucleosis
  - AIDS
26. Use a \_\_\_\_\_ topped evacuated tube for collection of blood for a CBC test.
- black
  - lavender

- c. red
- d. blue

27. Use a \_\_\_\_\_ topped evacuated tube for collection of blood for electrolyte testing.

- a. yellow
- b. red
- c. blue
- d. lavender

28. Use a \_\_\_\_\_ topped evacuated tube for collection of blood for cholesterol testing.

- a. red
- b. yellow
- c. blue
- d. lavender

29. Sodium citrate is an anticoagulant of choice for coagulation studies because it protects

- a. clotting factors
- b. red blood cells
- c. white blood cells
- d. enzyme inhibitors

30. When preparing a blood smear directly from a skin puncture, it is best to

- a. use plastic slides instead of glass
- b. make it as thick as possible
- c. wipe away the first drop of blood
- d. add sodium citrate to the blood

The order of draw recommended by the NCCLS (2004) is

**Stopper Color Order**

- |            |  |
|------------|--|
| 31. First  | a. orange  |
| 32. Second | b. glycolytic inhibitor (gray)                         |
| 33. Third  | c. coagulation tube (blue)                             |
| 34. Fourth | d. serum tubes(red) w/ or w/o clot activator or gel    |
| 35. Fifth  | e. blood culture tube                                  |
| 36. Sixth  | f. heparin tube w/ or w/o gel plasma separator (green) |
|            | g. EDTA (lavender)                                     |

**Put these 10 selected phlebotomy steps in the correct order:**

- |  |                     |
|--|---------------------|
| 37. Greet and identify the patient       | a. 1st              |
| 38. Insert the needle                    | b. 2nd              |
| 39. Cleanse the venipuncture site        | c. 3rd              |
| 40. Explain the procedure to the patient | d. 4th              |
| 41. Anchor the vein                      | e. 5th              |
| 42. Collect blood in vacuum tubes        | f. 6th              |
| 43. Label tubes                          | g. 7th              |
| 44. Dispose of needle                    | h. 8th              |
| 45. Remove tourniquet                    | i. 9th              |
| 46. Assemble equipment                   | j. 10 <sup>th</sup> |



47. The purpose of doing blood cultures is to detect

- a. anemia
- b. cholesterol
- c. cancer
- d. septicemia

48. Anticoagulants are used to

- a. fight infection
- b. prevent blood from clotting
- c. neutralize stomach acid
- d. inhibit bacterial growth

49. White blood cells help the body by

- a. carrying oxygen to the tissue
- b. collecting waste products
- c. defending against foreign invaders
- d. assisting in hemostasis

50. Platelets help the circulation by

- a. carrying oxygen
- b. collecting waste products
- c. defending against foreign invaders
- d. participating in hemostasis

51. When blood seeps into the surrounding tissue during a venipuncture, a \_\_\_\_\_ may form.

- a. petechia
- b. carbuncle

- c. hematoma
- d. hemolysis

52. In a patient with a clotting disorder, pressure should be applied to the puncture site for at least \_\_\_\_\_ after venipuncture to insure blood stoppage.

- a. 3 minutes
- b. 5 minutes
- c. 7 minutes
- d. 10 minutes

53. Skin punctures may be indicated for use when

- a. the patient is an infant, toddler, or preschooler
- b. only a small amount of blood is needed
- c. patient veins need to be preserved for IV therapy
- d. all of the above

54. All specimens should be labeled with

- a. patient's name (and numeric ID)
- b. date and time the specimen was drawn
- c. collector's initials
- d. all of the above

55. When performing a skin puncture, squeezing the finger too tightly may dilute the blood with \_\_\_\_\_ and ruin the test.

- a. swab particles
- b. alcohol
- c. skin particles
- d. tissue fluid

56. One test often used to assess hemostasis before surgery is

- a. blood culture
- b. hemoglobin
- c. platelet count
- d. bleeding time

57. One possible cause of unexpected clotting in an anticoagulated blood tube might be

- a. insufficient mixing
- b. unbalanced centrifuge
- c. traumatized specimen
- d. incomplete filling of the tube

58. When performing a venipuncture, position the bevel of the needle

- a. facing up
- b. facing down
- c. turned sideways
- d. none of the above

59. If blood does not appear in an evacuated tube upon venipuncture, a phlebotomist's first course of action should be to

- a. pop the tourniquet and tie it tighter
- b. pull the needle out and start over
- c. slightly reposition or turn the needle
- d. push the needle further up the lumen

60. Repositioning a needle during venipuncture is sometimes necessary when

- a. the vein was not properly anchored
- b. the patient moves unexpectedly

- c. blood flow starts, and then stops
- d. all of the above

61. A vein might be prone to collapse if the

- 1. vacuum tube is too large for vein
  - 2. syringe plunger was pulled back too quickly
  - 3. vacuum tube lost its vacuum
  - 4. tourniquet was too tight
- a. 1, 2, 3, 4
  - b. 1, 2, 3
  - c. 3,4
  - d. 1, 2,

62. Hemolysis would cause rejection of a sample collected for \_\_\_\_\_ testing.

- a. potassium
- b. pregnancy
- c. rubella
- d. pyruvate

63. If a patient is prone to syncope during venipuncture, the phlebotomist should

- a. cancel the order entirely
- b. tie the tourniquet tighter
- c. watch in case of fainting
- d. use caffeine as a stimulant

64. A tube of blood that arrives in the laboratory without a label must be
- labeled by the phlebotomist
  - labeled by the doctor
  - labeled by the nurse
  - rejected automatically
65. If a blood sample should be collected 2 hours post-prandial, the phlebotomist should collect the sample
- 2 hours after a meal
  - 2 hours before bedtime
  - 2 hours after wake-up
  - 2 hours before a meal
66. Knowing when to collect peak and trough levels is important when drawing
- blood cultures
  - therapeutic drugs
  - cortisol levels
  - estrogen levels
67. A pre-warming technique may be used to
- keep the patient warm during phlebotomy
  - warm the vacuum tubes for testing
  - increase patient's tendency to bleed
  - separate plasma from formed elements
68. The role of all anticoagulants is ultimately to prevent formation of
- Fibrin
  - Factor VII

- c. Platelets
- d. Collagen

69. The anticoagulant EDTA works by

- a. binding prothrombin
- b. lysis of red blood cells
- c. inactivating thrombin
- d. binding calcium

70. If the tourniquet is not released before the needle is withdrawn from the arm during venipuncture, this will most likely result in

- a. bleeding from the site
- b. syncope in the phlebotomist
- c. bruising at the base of the arm
- d. inaccurate test results

71. Which of these test samples are light sensitive?

- a. Arterial blood gases
- b. Ammonia
- c. Bilirubin
- d. ACTH

72. The \_\_\_\_\_ must be followed exactly whenever drawing patient test samples that may be used in a legal proceeding.

- a. Chain of command
- b. Chain of custody
- c. Standard deviation
- d. Coefficient of variation

73. The anticoagulant SPS (sodium polyanetholesulfonate) is recommended for use in blood cultures because it

- a. is less expensive than most
- b. has a longer half-life than most
- c. does not inhibit bacterial growth
- d. is completely biodegradable

74. Before entering an inpatient room if the door is closed, the phlebotomist should always

- a. knock
- b. ask for permission to enter
- c. check for isolation signage
- d. all of the above

75. Before entering designated isolation rooms, phlebotomists should always

- a. put on masks and foot coverings
- b. put on gowns and tie them
- c. check requirements on signs
- d. call a nurse or physician

76. The single most important means of preventing the spread of infection in a hospital is by

- a. wearing gowns
- b. hand washing
- c. using disposables
- d. keeping rooms clean

77. The most prevalent type of nosocomial infections are those of the

- a. skin
- b. digestive tract
- c. gastrointestinal tract
- d. urinary tract

78. Phlebotomists have a statistically greater chance of contracting \_\_\_\_\_ in a work-related incident than they do of contracting AIDS.

- a. mononucleosis
- b. hepatitis
- c. cancer
- d. Strep throat

79. AIDS is caused by

- a. parasites
- b. HIV virus
- c. bacteria
- d. kissing

80. When performing heel sticks on infants in a hospital nursery, it is important never to

- a. wash your hands
- b. share supplies from one infant to another
- c. wake up a sleeping infant
- d. touch the infant in any way

81. When delivering blood samples to a laboratory, they should always be transported

- a. inside sealed plastic bags
- b. inside triple-sealed plastic bags



- c. inside brown paper sacks
- d. individually boxed

82. If a biohazard spills in the laboratory, a phlebotomist should first try to

- a. call a physician to the site
- b. wash his or her hands
- c. contain the spill safely
- d. pull the fire alarm

83. According to OSHA, a contaminated needle may be safely discarded into a

- a. hard sided trash can
- b. sharps container
- c. plastic cup
- d. all of the above

84. In most hospitals, a phlebotomist with a cough may draw blood from a patient provided the

- a. patient is not in reverse isolation
- b. phlebotomist wears a mask
- c. phlebotomist does not have a fever
- d. all of the above

85. When drawing blood from pediatric inpatients, a phlebotomist can increase safety for the patient by

- a. getting help to hold the patient securely during the draw
- b. using a smaller bore needle and smaller collection tubes
- c. making sure the bedrails are left raised if found that way
- d. all of the above

86. To eliminate bacteria from the skin of a bacterial culture venipuncture site, \_\_\_\_\_ is sometimes used in addition to alcohol in the skin cleansing process.

- a. chlorine bleach
- b. iodine
- c. aspirin
- d. ammonia

87. The term that refers to right and wrong conduct is

- a. empathy
- b. sympathy
- c. ethics
- d. rights

88. An unlawful threat or attempt to do bodily injury to another is

- a. litigation
- b. assault
- c. crime
- d. libel

89. Law protects the health worker if it can be determined that he or she acted reasonably as compared with fellow workers; this is called

- a. negligence
- b. reasonable care
- c. duty of care
- d. statute

90. Negligence by a professional person is called

- a. invasion of privacy
- b. slander
- c. malpractice
- d. tort

91. The ability to see things from another person's point of view is

- a. consent
- b. sympathy
- c. empathy
- d. ethics

92. A violation of a person's right not to have his or her name, photograph, or private affairs made public without giving consent is

- a. false imprisonment
- b. malpractice
- c. invasion of privacy
- d. statute

93. Information given by a patient to medical personnel that cannot be disclosed without consent constitutes

- a. duty of care
- b. negligence
- c. judgment
- d. privileged communication

94. Failure to do something a reasonable person would do under ordinary circumstances, or doing something a reasonable person would not do under ordinary circumstances thereby causing harm to another person is called

- a. malpractice
- b. negligence
- c. slander
- d. defamation

95. Permission granted by a person voluntarily (and in his right mind) is

- a. consent
- b. litigation
- c. breach
- d. duty of care

96. A phlebotomist who attempts to draw blood without sufficient training could be accused of \_\_\_\_\_ if the procedure is performed incorrectly, causing harm to the patient.

- a. duty of care
- b. abandonment
- c. negligence
- d. incompetence

97. Forcing venipuncture on a patient who has refused it would be considered

- a. assault
- b. battery
- c. slander
- d. contributory negligence

98. The branch of study of moral issues, questions, and problems arising in the practice of medicine and biomedical research is called

- a. bioethics
- b. litigation
- c. biocommunications
- d. privileged communication

99. Conduct, courtesy, and manners, customary in the medical profession, is called

- a. ethics
- b. judgment
- c. tort
- d. medical etiquette

100. Each and every patient is entitled to \_\_\_\_\_ as a part of his/her patient rights.

- a. respect and complete care
- b. what he can afford
- c. how much insurance he has
- d. what his family can afford

101. Some suggested methods for controlling on the job stress during phlebotomy might include

- a. reading the newspaper while working
- b. drinking lots of coffee
- c. taking deep breaths if anxious
- d. screaming to rid oneself of anger

102. An appropriate means of communicating with a patient who is profoundly hearing impaired might include

- a. ignoring the patient entirely
- b. talking only to a hearing relative
- c. using written communication
- d. trying to speak a little louder

103. In performing phlebotomy on children, it is best to

- a. talk softly and gently
- b. enlist the help of parents
- c. tell the truth if asked
- d. all of the above

104. In approaching an elderly patient, it is appropriate to call the patient by name using

- a. Miss, Mrs., or Mr.
- b. his/her first name
- c. his/her nick name
- d. something like "honey"

105. A patient who is making a fist and frowning is exhibiting\_\_\_\_\_body language.

- a. positive
- b. compliant
- c. excited
- d. uncooperative

106. A rubber or plastic tube used to drain or inject fluid through a body opening is called

- a. injection
- b. venipuncture

- c. catheter
- d. none of the above

107. A 24-hour urine specimen must be kept

- a. warm
- b. frozen
- c. refrigerated
- d. at room temperature

108. A chronic disease in which the pancreas fails to secrete enough insulin is called

- a. high blood pressure
- b. diabetes mellitus
- c. A.I.D.S.
- d. renal disease

109. The purpose of the bleeding time test is to assess

- a. platelet plug formation in the capillaries
- b. the pressure of the blood vessels
- c. elasticity in the major blood vessels
- d. the amount of blockage in the veins

110. Diurnal rhythms refer to variations in the body's functions or fluids that occur during

- a. nighttime
- b. every 24 hours
- c. cyclically once per month
- d. sleep

111. EMLA is an emulsion of lidocaine and prilocaine that can be used to

- a. sterilize a venipuncture site
- b. anticoagulated whole blood
- c. topically anesthetize a draw site
- d. put a phlebotomy patient under

112. Another name for red blood cells is

- a. platelets
- b. leukocytes
- c. bone marrow
- d. erythrocytes

113. The artery located in the groin, lateral to the femur bone, which is used as an alternative site for arterial blood gas collections is the

- a. radial
- b. ulnar
- c. carotid
- d. femoral

114. The federal law that was expanded in 2000 to protect the confidentiality of electronically stored health information is abbreviated as

- a. CLIA
- b. HIPAA
- c. OSHA
- d. EPA



115. The study of all aspects of disease in the body is known as

- a. phlebotomy
- b. hematology
- c. histology
- d. pathology

116. The phase of laboratory testing that refers to test orders, test collection and test sample preparation are all part of the \_\_\_\_\_ phase.

- a. exponential
- b. pre-analytical
- c. testing
- d. post-prandial

117. A patient in reverse isolation has been so placed because s/he

- a. needs protection from others carrying infection
- b. has tuberculosis or a similar respiratory disease
- c. needs to keep all blood and body fluids away from staff
- d. has an infection in a wound or atop the skin

**Match these common laboratory abbreviations or terms as appropriate.**

118. EDTA

a. custody and control form

119. NaCitrate

b. arterial blood gases

120. ABO

c. complete blood count

121. FUO

d. hemoglobin and hematocrit

122. STD

e. gray top tube

123. H&H

f. anticoagulant in blue top tubes

124. CBC

g. center for disease control

125. Electrolytes
126. QC
127. CDC
- h. blood culture tube
  - i. quantity controlled
  - j. red top or speckled tube
  - k. quality control
  - l. quality assurance
  - m. fever of unknown origin
  - n. already been gathered
  - o. for use of others
  - p. anticoagulant in lavender top tubes
  - q. sexually transmitted diseases

128. \_\_\_\_\_ are contaminated objects that can penetrate the skin including, but not limited to needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.

- a. Infectious waste materials
- b. Disposable devices
- c. Contaminated sharps
- d. Dangerous incisors

129. Reasonable possibility of skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's regular duties is termed

- a. occupational exposure
- b. biohazardous probability
- c. job-related infestation
- d. professional acquisition

130. All of the following are examples of "Personal Protective Equipment" *except*

- a. uniforms
- b. gloves
- c. aprons
- d. masks

131. To use a physical-chemical procedure to destroy all microbial life including highly resistant bacterial endospores is to

- a. eradicate
- b. toxify
- c. sterilize
- d. acid wash

132. \_\_\_\_\_ is the single most important source of HIV and HBV in the workplace.

- a. Semen
- b. Saliva in dental procedures
- c. Pleural fluid
- d. Blood

133. OSHA requires that training and educational information on bloodborne pathogens be provided to hospital or clinical employees

- a. in large workplaces only
- b. at no cost to them
- c. only if they request it
- d. if anyone has had an accident

134. All workers whose jobs involve participation in tasks or activities with exposure to blood or other body fluids, to which universal precautions apply, should be vaccinated with a \_\_\_\_\_ vaccine.

- a. human immunodeficiency
- b. hepatitis C
- c. small pox
- d. hepatitis B

135. After they are used, disposable syringes and needles, scalpel blades and other sharp items, should be placed in \_\_\_\_\_ containers for disposal.

- a. biodegradable
- b. puncture-resistant
- c. OSHA
- d. sanitized

136. Broken glassware that may be contaminated should be picked up by

- a. an environmental control specialist
- b. someone who's not afraid to do it
- c. mechanical means (broom/dustpan)
- d. the end of the shift

137. Contaminated laundry should be \_\_\_\_\_ where it was soiled.

- a. destroyed at the location
- b. transported away from the location
- c. disinfected or discarded at the location
- d. bagged or containerized at the location

138. A specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties is called

- a. unfortunate incident
- b. hazardous exposure
- c. occupational hazard
- d. exposure incident

139. In the health care field when all evaluated services and the results compare with accepted standards, principles of \_\_\_\_\_ have been used.

- a. quality assurance
- b. regulatory bodies
- c. networking
- d. management

140. The federal government requires that specimens are transported or shipped in

- a. paper containers
- b. watertight containers
- c. cardboard containers
- d. egg crate containers

141. The classification the physician's office laboratory (POL) falls into will be determined by

- a. complexity of laboratory tests performed
- b. number of employees working there
- c. ratio of male to female employees
- d. length of time in operation

142. Tests that basically pose insignificant risks to patients if errors occur in the test performance are called

- a. level I laboratory tests
- b. waived tests
- c. level II laboratory tests
- d. none of the above

143. When you send blood tubes by mail for analysis in a watertight container, they should be enclosed in

- a. paper box
- b. second durable watertight container
- c. secure certified mail envelope
- d. overnight envelope

144. When you send specimens in the mail, the label should state

- a. biohazardous materials
- b. in case of breakage, send to CDC
- c. address of lab
- d. all of the above

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**Websites that might also help you:**

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<http://www.phlebotomy.com/>

<http://www.cms.hhs.gov/clia/>

<http://www.hhs.gov/ocr/hipaa>

## KEY to REVIEW QUESTIONS

- 1 A
- 2 C
- 3 B
- 4 D
- 5 D
- 6 B
- 7 B
- 8 A
- 9 C
- 10 D
- 11 A
- 12 B
- 13 D
- 14 B
- 15 D
- 16 D
- 17 C
- 18 A
- 19 B
- 20 D
- 21 B
- 22 B
- 23 C
- 24 D
- 25 B



- 26 B
- 27 B
- 28 A
- 29 A
- 30 C
- 31 E
- 32 C
- 33 D
- 34 F
- 35 G
- 36 B
- 37 A
- 38 F
- 39 D
- 40 B
- 41 E
- 42 G
- 43 J
- 44 I
- 45 H
- 46 C
- 47 D
- 48 B
- 49 C
- 50 D
- 51 C
- 52 B

- 53 D
- 54 D
- 55 D
- 56 D
- 57 A
- 58 A
- 59 C
- 60 D
- 61 D
- 62 A
- 63 C
- 64 D
- 65 A
- 66 B
- 67 C
- 68 A
- 69 D
- 70 A
- 71 C
- 72 B
- 73 C
- 74 D
- 75 C
- 76 B
- 77 D
- 78 B
- 79 B

- 80 B
- 81 A
- 82 C
- 83 B
- 84 D
- 85 D
- 86 B
- 87 C
- 88 B
- 89 B
- 90 C
- 91 C
- 92 C
- 93 D
- 94 B
- 95 A
- 96 D
- 97 B
- 98 A
- 99 D
- 100 A
- 101 C
- 102 C
- 103 D
- 104 A
- 105 D
- 106 C

- 107 C
- 108 B
- 109 A
- 110 B
- 111 C
- 112 D
- 113 D
- 114 B
- 115 D
- 116 B
- 117 A
- 118 p
- 119 F
- 120 B
- 121 M
- 122 Q
- 123 D
- 124 C
- 125 J
- 126 K
- 127 G
- 128 C
- 129 A
- 130 A
- 131 C
- 132 D
- 133 B

- 134 D
- 135 B
- 136 C
- 137 D
- 138 D
- 139 A
- 140 B
- 141 A
- 142 B
- 143 B
- 144 D