

Chapter 2 Communication, Computerization, and Documentation

Multiple-Choice Questions

1) A patient's medical record can best be described as:

- A) a legal document that provides a chronological log of care
- B) a legal document that is available only to the patient's physician
- C) the procedure for a selected care plan
- D) public information that may be disclosed during a financial inquiry

Answer: A

2) The Joint Commission is a(n):

- A) proficiency testing agency
- B) accrediting agency for health care facilities
- C) agency that administers certifications
- D) governmental agency that administers Medicare

Answer: B

3) Health literacy refers to:

- A) the ability to translate medical terms in foreign languages
- B) positive feedback from a health care worker about a patient's health status

- C) geriatric patients' outlook on their own health
- D) written, spoken, or conceptual knowledge of health issues

Answer: D

4) "Baby Boomers" are individuals who were born:

- A) prior to the mid-1940s
- B) from the mid-1940s to 1964
- C) from 1965 to 1981
- D) from 1982 to 2000

Answer: B

5) Generation Xers are individuals who were born:

- A) prior to the mid-1940s
- B) from the mid-1940s to 1964
- C) from 1965 to 1981
- D) from 1982 to 2000

Answer: C

6) Generation Y, or Millennials, are individuals who were born:

- A) prior to the mid-1940s
- B) from the mid-1940s to 1964

- C) from 1965 to 1981
- D) from 1982 to 2000

Answer: D

7) Veterans or traditionalists are individuals who were born:

- A) prior to the mid-1940s
- B) from the mid-1940s to 1964
- C) from 1965 to 1981
- D) from 1982 to 2000

Answer: A

8) Which of the following is one of the work characteristics/perspectives that differs among health care workers of different generations?

- A) appreciation of beauty
- B) behaviors toward authority figures
- C) ability to speak multiple languages
- D) ability to use a computer

Answer: B

9) If a non-English-speaking patient is scheduled to have a blood specimen collection, the health care worker should:

- A) find an interpreter or other method to communicate the information
- B) use sign language to communicate the message
- C) use a computer to show pictures of the procedure
- D) continue with the procedure knowing that the patient may partially understand

Answer: A

10) What is Braille?

- A) system of writing for visually impaired or sightless individuals
- B) a sound system that intensifies volume
- C) the level of deafness of an individual
- D) written instruction booklet for health care procedures

Answer: A

11) Which of the following terms refers to the speed and urgency of one's voice?

- A) STAT
- B) tone
- C) pace
- D) volume

Answer: C

12) Which of the following terms refers to the intonation or pitch of one's voice?

- A) STAT
- B) tone
- C) pace
- D) volume

Answer: B

13) Which of the following terms would communicate a critical patient condition?

- A) STAT
- B) tone
- C) pace
- D) volume

Answer: A

14) According to the National Federation of the Blind (NFB), sightless individuals and individuals with impaired vision or low vision are entitled to:

- A) the same rights as sighted individuals and not more
- B) use a white cane or guide dog to walk independently
- C) have their laboratory tests performed free of charge
- D) have access to all parts of the laboratory without asking permission

Answer: B

15) What does the abbreviation ADA stand for?

- A) American Diabetic Association
- B) Association for Drug Assays
- C) Association for Diagnostic Antibiotics
- D) Americans with Disabilities Act

Answer: D

16) The space or distance between people during an interaction is called:

- A) range of motion
- B) area of definition
- C) zone of comfort
- D) safety zone

Answer: C

17) For most personal interactions among friends and many patient encounters, the most comfortable distance between the individuals is:

- A) less than 12 inches
- B) 18 inches to 4 feet
- C) 4 feet to 12 feet
- D) more than 12 feet

Answer: B

18) In a health care setting, which would be the preferred manner to place a caller on hold?

- A) Pick up the phone and say, "Hold please."
- B) Answer the phone and allow the caller to give the reason for calling, then ask him or her, "May I put you on hold for a few moments?"
- C) Place the caller on hold without speaking to him or her so you can finish the other call faster.
- D) Answer the phone and ask the caller to call back later.

Answer: B

19) High-pitched voices are associated with:

- A) panic
- B) professionalism
- C) happiness
- D) melancholy

Answer: A

20) What are "delta checks"?

- A) competency checklists
- B) manual recording system for laboratory results
- C) QC that allows for detection of significant changes in laboratory results
- D) QA methodology that allows for the monitoring of mislabeled specimens

Answer: C

True/False Questions

1) Generational differences can affect the way coworkers communicate with each other.

Answer: TRUE

2) The most effective form of interpersonal communication is with a written document.

Answer: FALSE

3) The *zone of comfort* is a medical term to describe how much pain the patient is experiencing.

Answer: FALSE

4) Computerization decreases transcription errors.

Answer: TRUE

5) ADA is a term used for advanced digital technology.

Answer: FALSE

6) High-pitched voices are often associated with panic and urgency.

Answer: TRUE

7) In all states, children are permitted to serve as translators if their parents do not speak English.

Answer: FALSE

8) EMR refers to a type of computerized medical record.

Answer: TRUE

9) In general, children do not like anyone to approach them except close relatives or friends.

Answer: TRUE

10) A term can change meanings when presented to individuals from different generations.

Answer: TRUE

Short-Answer Questions

1) In a health care setting, the phone should be answered after no more than _____ rings.

Answer: two

2) The writing system composed of raised-dot patterns and used by sightless individuals is called _____.

Answer: Braille

3) Email documents are considered _____ documents and are admissible evidence in court cases.

Answer: legal

4) Health care workers are required to report laboratory _____ or panic values to a physician.

Answer: critical

5) A USB is a standardized _____ device for a computer.

Answer: interface

6) A _____ summary is the plan for diet, treatment, or monitoring once a patient leaves the hospital.

Answer: discharge

7) Documentation in a clinical/medical record provides _____ that an action was performed.

Answer: proof

8) Clinical documents must be kept private and _____.

Answer: confidential

9) A series of light and dark bands used for identity purposes on armbands in some hospitals is called a _____.

Answer: bar code

10) The _____ manual typically details worker and patient precautions and procedures related to hand hygiene, and reducing the spread of infections.

Answer: Infection Control

Essay Questions

1) Describe the measures a phlebotomist could take to improve communication in the following scenario.

A hospitalized elderly patient with a slight hearing impairment has several family members in the room trying to repeat all conversations to the patient, and the television is loudly broadcasting the patient's favorite program.

Answer: There are a variety of practical strategies that could facilitate communication in this scenario. Distractions such as the television could be handled by asking the patient if he or she would mind turning the television off or putting the volume on Mute for a short while. (The phlebotomist should remember to turn up the volume at the completion of the interaction.) If the patient does not want to miss the program, and if the timing of the interaction is not important, then the phlebotomist can offer to come back at a time when the program is over. Regarding the relatives, it is acceptable for the phlebotomist to ask them, "Would you mind if Mr. Smith (the patient) and I have a few minutes together; you may wait outside during the procedure and I will call you in as soon as we finish." The patient may prefer to have a relative in the room; this is acceptable if it does not interfere with the interaction. There are several options to cope with the patient's hearing loss, including speaking slightly louder (but not shouting) while facing the patient directly, or using written instructions.

2) Describe at least four nonverbal behaviors that might make you feel uncomfortable when you go for a health checkup, and indicate why they bother you. Describe how you personally react when confronted with these behaviors.

Answer: Individual answers will vary but are likely to include some of the following bothersome

behaviors:

- Wandering or rolling eyes during a conversation
- Staring at the ceiling
- Squirming, pencil or foot tapping
- Peering over glasses
- Deep breath, sighs
- Wrinkled forehead
- Having someone point a finger at you
- Stretching, yawning

Individuals also react differently to these "negative" behaviors, ranging from being intimidated, to having hurt feelings, to defensive anger.