

## Annual Education for Volunteers – 2015

**Last Name:** \_\_\_\_\_ **First Name:** \_\_\_\_\_

**Vol. #:** \_\_\_\_\_ **Today's Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

By taking this exam you acknowledge that you have reviewed and understand the information contained in the Annual Education for Volunteers 2015 Module.

- 1. Which of the following laws ensures that emergency patients will receive treatment, even if unable to pay the hospital?**  
EMTALA      Anti-Kickback Statue      Stark Act      Glass-Steagall Act
- 2. Which of the following is a key law that makes it illegal to submit a falsified bill to Medicare?**  
Social Security Act      Federal False Claims Act      Red Flags Rule      HIPAA Privacy Rule
- 3. Hospitals that give bonuses to healthcare workers for limiting treatment for Medicare patients are \_\_\_\_\_.**  
violating the law      practicing good business
- 4. To protect patients from identity theft, hospitals must \_\_\_\_\_.**
  - A. not send patient information through unsecured e-mail
  - B. require that patients provide a signature next to Social Security numbers
  - C. omit patients' names from their charts
  - D. organize patient information by treatment, rather than name
- 5. Which of the following scenarios is an example of sexual harassment?**
  - A. Keisha and Mike frequently take their breaks together. Keisha is single, and Mike is married to someone who does not work at the
  - B. Keisha plans to buy Mike a cup of coffee on his birthday.
  - C. Shala is a new employee. A more senior employee tells Shala that he will help her get raises and promotions if she will have sex with him.
  - D. Chuck flirts with everyone he meets. One of the new employees finds it uncomfortable and asks him to stop. Chuck stops flirting, but remains friendly.
  - E. Both B and C
- 6. Which would be a violation of a patient's privacy and confidentiality?**
  - A. Disclosing the patient's medical record to a regulatory agency assessing quality of care
  - B. Sharing a patient's diagnosis with a friend of the patient's who is a doctor in a different facility
  - C. Sharing lab results with a nurse involved in the patient's care
  - D. Discussing treatment options with the patient and the patient's spouse, at the patient's request

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**7. What should you do if you think a patient may be a victim of abuse?**

- A. Bring in a police officer to take a statement from the patient.
- B. Protect the patient's privacy and do not disclose the information.
- C. Report the suspected abuse to your supervisor immediately.
- D. Refer the patient to social services, but do not involve anyone else.

**8. If a patient is not fluent in English, the hospital should \_\_\_\_\_.**

- A. discuss treatment options with the patient's English-speaking family
- B. use a translator
- C. explain the simplest options
- D. tell the patient what treatment to pursue

**9. Healthcare facilities have corporate compliance programs to help \_\_\_\_\_.**

- A. avoid random audits
- B. increase profit
- C. attract Medicare patients
- D. prevent fraud, abuse, and waste

**10. Volunteers, like employees, are responsible for reporting patient safety issues to their supervisor. Which are examples of incidents that must be reported?**

- A. Errors in patient identification, medication errors and falls
- B. Patients who do not like the food, patients who aren't happy with TV choices

**11. Martha has decided to refuse treatment that might prolong her life. She wants palliative care, but no other interventions. The hospital should \_\_\_\_\_.**

- A. respect Martha's decision
- B. ask Martha's family for their opinions
- C. withhold all drugs
- D. review Martha's decision with an ethics board

**12. Volunteers should report their absence to \_\_\_\_\_.**

- A. their supervisor and the Volunteer Services Department.
- B. the Human Resources Department.
- C. the Volunteer Services Department.
- D. the hospital operator.

**13. What should a volunteer do if a hospital patient asks for food or water?**

- A. Get it for them right away.
- B. Check with/notify the nursing staff who is caring for the patient.
- C. Take the patient to the cafe.
- D. Tell the patient they can't have anything to eat or drink.

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**14. Hospital volunteers are permitted to wear jeans or shorts.**

True    False

**15. Volunteers may perform professional duties even when they aren't part of their regular duties.**

True    False

**16. What protocol is used to respond to a fire?**

- A. FIRE
- B. SAVE
- C. RACE
- D. SMOKE

**17. What is a best practice for using power cords?**

- A. Taping over exposed wiring
- B. Using power cords with three-prong plugs
- C. Using power cords with two-prong plugs
- D. Stapling power cords to floors to prevent slipping

**18. What is a best practice for preventing electrical accidents in your facility?**

- A. Remove and report electrical hazards.
- B. Use electrical equipment properly.
- C. Maintain, test, and inspect equipment.
- D. All of the above.

**19. Which practice is the safest way to sit at a desk while typing on the computer?**

- A. Keep the knees and hips at 90-degree angles and the wrists straight
- B. Elevate the knees, keep the hips at a 90-degree angle, and keep the shoulders back
- C. Keep the monitor above the eyes and the keyboard slightly raised
- D. Keep the monitor at eye level and the keyboard slightly raised.

**20. What is a safety data sheet (MSDS or SDS)?**

- A. A chemical safety checklist
- B. A protocol for handling chemical hazards
- C. A document that lists the specific hazards of a chemical
- D. A label that identifies the chemical in a container

**21. A coworker's ex has been making threatening phone calls both at work and at home. The ex shows up at work and starts bothering people in office. What should you do?**

- A. remain calm and recognize the frustrations
- B. try to resolve the problem if the behavior continues
- C. confront the disruptive person
- D. call security privately if the behavior continues

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**22. The CDC recommends that people \_\_\_\_\_ when their hands are visibly soiled.**

- A. rub their hands with an alcohol-based rub
- B. wash their hands with soap and water
- C. wear gloves
- D. both B and C

**23. To keep a strong healthy back, a best practice is to**

- A. sleep on the side or stomach
- B. avoid using footrests
- C. sleep on the back or the side
- D. keep the dominant foot on a footrest

**24. Antibiotics \_\_\_\_\_**

- A. treat viral infections such as the flu
- B. lose effectiveness over time
- C. increase the spread of contagious diseases
- D. are not necessary once the patient feels better

**25. Airborne diseases include**

- A. Hepatitis B & C
- B. HIV/AIDS
- C. Tuberculosis and chickenpox
- D. Scoliosis and gout

**26. Bloodborne diseases include**

- A. Influenza
- B. HIV/AIDS
- C. Tuberculosis and chickenpox
- D. Common cold

**27. Volunteers are permitted to enter rooms for patients who are on isolation/precautions.**

True    False

**28. Volunteers are allowed to lift and transfer patients.**

True    False

**29. Vaccines**

- A. prevent HIV/AIDS
- B. decrease immunity to the common cold
- C. help prevent the flu

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