

Total Question: 760 QAs

1. What does the term *edema* mean?

- ☐ a. Rash
- ☐ b. Within
- ☐ c. Vomiting
- ☒ d. Swelling **Correct**

The term *edema* means swelling. The swelling is caused by an accumulation of fluid within the tissues of the body. *Exanthema* refers to a rash. The prefix *endo-* means within. *Emesis* refers to vomiting.

2. What is the appropriate way to take a radial pulse?

- ☐ a. Place your index finger and middle finger on the wrist, under the pinky finger
- ☒ b. Place your index finger and middle finger on the wrist, under the thumb **Correct**
- ☐ c. Place your thumb on the side of the neck, next to the trachea
- ☐ d. Place your index finger on the inner portion of the cubital fossa (anterior aspect of the elbow)

The radial pulse is palpated at the wrist, under the thumb. When taking a pulse, you should use the pads of your index finger and middle finger. Your thumb has a pulse beat of its own, which may interfere with feeling the patient's pulse. The carotid pulse is palpated on the side of the neck, next to the trachea. The brachial pulse is palpated on the inner portion of the cubital fossa (anterior aspect of the elbow). The ulnar artery pulse is located at the wrist, under the pinky, but it is not as commonly used as the radial pulse.

3. A patient is anxious and begins hyperventilating. His hands and lips start to feel numb and tingly, and he feels lightheaded. What is the physiological cause of his symptoms?

- ☐ a. Excess carbon dioxide in the blood
- ☐ b. Excess oxygen in the blood
- ☒ c. Lack of carbon dioxide in the blood **Correct**
- ☐ d. Lack of oxygen in the blood

Hyperventilation refers to a patient breathing more quickly than normal. This rapid rate of ventilation results in carbon dioxide being exhaled at a higher rate than normal. This can result in respiratory alkalosis, meaning that the pH of the blood is abnormally elevated, due to rapid breathing. The symptoms that may accompany hyperventilation are related to the metabolic alkalosis that develops. The patient should be reassured in a calm manner to reduce anxiety. Have the patient sit down and instruct him to take slow, deep breaths.

4. Which of the following is NOT one of the five stages of grief as described by the Kübler-Ross model?

- ☒ a. Delusions **Correct**
- ☐ b. Anger
- ☐ c. Denial
- ☐ d. Bargaining

The five stages of grief, as listed in the popular Kübler-Ross model, include denial, anger, bargaining, depression, and acceptance. These stages of grief may be experienced by a person facing death or by his or her survivors. They may be experienced in any order. Not everyone experiences all five stages, and some people experience other emotions not listed here. Delusions are beliefs that are held very strongly despite the fact that they are clearly false. They reflect an abnormal thought process and may be present in certain mental disorders.

5. Which of the following is tracked on a standard growth chart for patients ages 2 to 20?

- ☐ a. Age, weight, BMI
- ☐ b. Age, head circumference, height
- ☒ c. Age, height, and weight **Correct**
- ☐ d. Age, head circumference, weight, height

Growth charts are used to track a child's growth over time. On a standard growth chart, the patient's height and weight are measured and charted according to the patient's age. Body mass index (BMI) charts may also be used, with BMI being calculated from the measured height and weight. Under usual circumstances, head circumference is not tracked in toddlers and older children. The important part of the chart is the overall pattern of growth and rate of change.

6. A patient is upset and angry after an appointment. She is distraught and unable to pay attention when you tell her what dates are available for her follow-up appointment. This results in some confusion, and the patient accuses you of not listening. What form of defense mechanism is this patient likely demonstrating?

- ☐ a. Displacement
- ☒ b. Projection **Correct**
- ☐ c. Reaction formation
- ☐ d. Denial

Projection is when a patient attributes their own undesired thoughts, feelings, or actions to another person. For instance, this upset patient is not listening or paying attention when you try to help her set up an appointment. She becomes more upset and then accuses you of not listening, when she is actually the one who is not listening. Displacement is when thoughts or feelings about one person are taken out on another person or object. Reaction formation is when a person converts unwanted feelings or thoughts into their opposites. Denial is when a person will not accept reality.

7. You are asked to give a three-year-old child a dose of acetaminophen (Tylenol). The child weighs 15 kg. The medication order says to give the child a dose of 15 mg/kg. The oral solution concentration is 160 mg/5 mL. What dose of the oral solution should you give the child?

- ☐ a. 9 mL
- ☐ b. 5 mL
- ☐ c. 2 mL
- ☒ d. 7 mL **Correct**

The child weighs 15 kg and needs to receive 15 mg of acetaminophen for every kg of body weight. The total dose should equal 225 mg ($15 \text{ kg} \times 15 \text{ mg/kg} = 225 \text{ mg}$). Because you know there are 160 mg/5 mL, you can calculate that there are 32 mg in every mL. In order to find out the dose in mL, divide 225 mg by 32 mg/mL, which equals 7 mL.

8. You have finished all of your assigned tasks and are thinking of leaving a few minutes early for your lunch break when the doctor approaches you and tells you that there are patients waiting to be seen, but the exam rooms have not yet been cleaned after the last patients. You know that this is the responsibility of another medical assistant in the office, but she is on the phone dealing with an important personal problem. What should you do?

- ☐ a. Explain to the doctor that cleaning the patient exam rooms isn't your assignment today, and tell the doctor where to find the appropriate medical assistant
- ☒ b. Reassure the doctor that you will take care of the problem, and then quickly clean the rooms yourself **Correct**
- ☐ c. Wait until the other medical assistant is off the phone, and then tell her that the rooms need to be cleaned quickly
- ☐ d. Ask someone else in the office to clean the patient exam rooms

Teamwork is an important part of any medical career. Willingness to work as a team will help keep things running smoothly when unexpected issues arise. As part of a medical team, you will be expected to work with others to take care of patients in a safe and competent manner. In a professional work environment, you should be willing to help your coworkers when the need arises.

9. How should you position yourself in an exam room with a patient who seems angry and potentially aggressive?

- ☒ a. Position yourself between the patient and the door **Correct**
- ☐ b. Position yourself with a desk between you and the patient
- ☐ c. Position yourself seated next to the patient
- ☐ d. Position yourself as far as possible away from the patient

If you are faced with a potentially aggressive patient, it is recommended that you make sure that you are positioned between the patient and the door so you can rapidly leave the room, if necessary.

10. Which of the following statements about electrocardiogram (ECG) chest lead placement is TRUE?

- ☐ a. V1 and V2 give information about the left side of the heart.
- ☒ b. V3 and V4 give information about the interventricular septum. **Correct**
- ☐ c. V5 and V6 give information about the right side of the heart.
- ☐ d. All of these are true.

It is important to place the leads correctly and precisely so that the electrocardiogram (ECG) can be correctly interpreted. V1 and V2 give information about the right side of the heart. V3 and V4 give information about the interventricular septum. V5 and V6 give information about the left side of the heart.

11. You witness a patient suddenly collapse in the office. You run to the patient and realize she is unconscious, does not have a pulse, and is not breathing. While someone else calls 911, you and your coworkers begin cardiopulmonary resuscitation (CPR). At what point should you use an automated external defibrillator (AED)?

- ☐ a. After one round or two minutes of CPR have been performed
- ☐ b. As soon as emergency medical help arrives
- ☐ c. If the patient still has no pulse after five minutes of CPR
- ☐ d. As soon as possible **Correct**

Because you witnessed the collapse of the patient, the automated external defibrillator (AED) should be used as soon as possible. The AED will evaluate the patient's heart rhythm while cardiopulmonary resuscitation (CPR) is being performed, so CPR can be continued while the AED pads are being applied if there is more than one responder present. The AED will give step-by-step instructions and indicate whether the patient needs to be shocked or whether CPR alone should be continued. If a patient is found unconscious and the collapse was not witnessed, two minutes or one round of CPR should be performed before using the AED.

12. What is the definition of active listening?

- ☐ a. Taking careful notes while listening to the patient in order to record important data
- ☐ b. Listening for certain key terms that will help you to quickly identify the main points that the patient is making
- ☐ c. Listening to the patient and then responding by using paraphrasing to demonstrate understanding **Correct**
- ☐ d. Making use of the time during which the patient is talking to formulate your next question

Active listening has been found to be a useful and empathetic way to communicate with patients. It involves listening carefully to what the patient is telling you and then restating what the patient has said back to him or her. This not only ensures that you correctly understand what the patient is saying, but it also demonstrates to the patient that they are being heard.

13. Which of the following would be appropriate to leave in a phone message for a patient?

- ☐ a. "I am calling to let you know that your test results are positive."
- ☒ b. "I am calling for Mr. Smith from the office of Dr. Brown." **Correct**
- ☐ c. "I am calling to let you know that your prescription for amoxicillin has been called into your pharmacy."
- ☐ d. "I am calling for Mr. Smith about his recent visit to Dr. Brown about his cough."

When leaving a phone message for a patient, you can identify who the message is for and identify yourself and the office. You can then ask the patient to return the call. You should not leave any medical information, including test results or prescription drug names, in a phone message.

14. Which of the following is NOT a requirement to be certified as a medical assistant?

- ☐ a. Completion of an accredited medical assisting program
- ☐ b. Passing the certification examination
- ☐ c. Recertification of credentials every 60 months
- ☒ d. Work at least 10 hours per week to maintain certification **Correct**

In order to be certified as a medical assistant, the applicant must complete an accredited medical assisting program, pass the certification examination, and recertify his or her credentials every 60 months. In addition, the applicant must maintain current, provider-level CPR certification. The number of hours worked per week is not a specified requirement.

15. Which of the following would NOT be included in a living will?

- ☐ a. Whether a patient would like cardiopulmonary resuscitation (CPR) if cardiac arrest occurs
- ☐ b. If a patient would like to be kept alive with life-prolonging equipment
- ☐ c. If a patient does not want to have tube feeding
- ☐ d. How a person's assets should be distributed **Correct**

A living will is a written document that specifies what a patient would like to be done if he becomes unable to make healthcare decisions for himself. In a living will, the patient can express his wishes about what life-prolonging treatments he wants or does not want under various circumstances. It is a document focused on healthcare decisions, not on the patient's material assets.

16. Which of the following is considered to be one of the best overall ways to prevent the spread of infection?

- ☐ a. Always wearing gloves
- ☐ b. Thorough hand washing **Correct**
- ☐ c. Wearing a respiratory mask
- ☐ d. Wearing a protective gown

Healthcare workers should thoroughly wash their hands before and after each patient contact. The Centers for Disease Control and Prevention (CDC) considers hand washing as one of the best ways to prevent the spread of infection. Hands should be washed with warm water and soap and should be vigorously rubbed together for at least 20 seconds. You should be sure to clean the back of your hands, under your nails, between your fingers, and your wrists. Hand sanitizers are another option, but they do not work as well as hand washing.

17. A patient requests that you send her health records to a new physician that she is seeing. Which of the following measures should you take to follow medical privacy guidelines?

- ☐ a. Call the other physician's office to make sure they are actually seeing the patient.
- ☐ b. Ask the physician you are working with to sign a form giving permission for you to send the records to the new physician.
- ☒ c. Have the patient sign a form agreeing to the release of the medical records to the new physician. Correct
- ☐ d. Counsel the patient that it would be safer to not have her records sent to the new physician.

Patient records cannot be sent to other providers without the patient's consent. In order to be protected legally, you should have the patient sign an authorization form for the release of her medical records to the other physician. Ideally, this form would include a description of the information that will be released, the name and contact information of the recipient, a statement that the patient understands what will be disclosed, and the signature of the patient. It is not necessary for you to call the new physician or to have the physician you are working for sign a permission form. It can be very helpful and important for all of a patient's physicians to have access to the patient's previous medical records, so counseling the patient to not send the records would be inappropriate.

18. You are working as a medical assistant for a large group of physicians. The office is located in an ethnically diverse area, and a significant portion of the patient population does not speak English. You are asked to take the vital signs and initial history of a patient who only speaks a language that you do not know. Which of the following is the best action to take?

- ☐ a. Use the patient's nine-year-old son, who does speak English, as a translator.
- ☐ b. Use hand gestures in order to communicate with the patient.
- ☒ c. Use a translator phone service in order to communicate with the patient. Correct
- ☐ d. Use an online translator to write the patient a note explaining that they need to come back with someone who speaks English.

Ideally, you would use a translator phone service in order to communicate with the patient. Using the translator phone, you can explain to the patient what you need to do to take his or her vital signs and then ask the necessary questions for the initial patient history. In a large practice that has a diverse patient population or in a hospital setting, this type of service is often available. If the patient's young child is asked to translate, a number of problems may arise. There would be issues with patient privacy, potential problems with translation accuracy, and possible embarrassment for the parent and child. Hand gestures may be necessary, but would not be as useful as a translator phone. Asking the patient to come back with a translator should be avoided if possible.

19. Which of the following is NOT a correct way to handle biohazardous waste?

- ☐ a. Dispose of sharps such as glass or needles in a sharps container.
- ☒ b. Place biohazardous materials in white plastic trash bags. **Correct**
- ☐ c. Sanitize biohazard waste containers if they become soiled.
- ☐ d. Make sure that biohazard waste containers are all labeled with the international biohazard symbol.

Biohazard bags are generally red and should be labeled with the word "Biohazard" along with the international biohazard symbol. All sharps should be disposed of in appropriate sharps containers that are rigid and puncture resistant. If a biohazard container becomes soiled, guidelines should be followed to sanitize the container.

20. What should you do if you become aware that a colleague is working while intoxicated?

- ☐ a. Approach the colleague and warn them not to do it again.
- ☒ b. Report the situation to your supervisor. **Correct**
- ☐ c. Make sure the colleague enters an appropriate treatment program.
- ☐ d. Tell your other coworkers so you can work as a group to ensure that the colleague is able to perform his or her job sufficiently.

Ethically and legally, it is your duty to protect your patients. If a colleague is coming to work while intoxicated, this could place patients at risk. You should report the situation to your supervisor so appropriate action can be taken. An intoxicated employee should not be working with patients.

21. When food is traveling through the gastrointestinal system, what part of the small intestine does it enter immediately after leaving the stomach?

- ☐ a. Jejunum
- ☒ b. Duodenum **Correct**
- ☐ c. Ileum
- ☐ d. Rectum

The small intestine is divided into three major parts. The duodenum is the first section, just distal to the stomach; the jejunum is the middle section; and the ileum is the third section that connects to the large intestine.

22. A six-month-old baby in the waiting room suddenly begins to choke on a small toy. The baby's mother yells for help. You run into the room to assist and see that the baby is still conscious, but she is unable to cough or make crying noises. What steps should you take to try to relieve the obstruction?

- ☐ a. Lay the infant on the ground and give quick, consecutive thrusts on the middle of the breastbone with two fingers. After every 30 compressions, try to visualize the object that is blocking the airway.
- ☐ b. Open the baby's mouth and sweep your finger into the back of her throat to try to dislodge the obstructing object.
- ☒ c. Lay the infant face-down along your arm, cradling her jaw in your fingers. Using the palm of your other hand, give the baby five quick, firm blows on the back between the shoulder blades. Then, turn the infant face-up and give five quick thrusts on the middle of the breastbone with two fingers. **Correct**
- ☐ d. Hold the infant on your lap, facing away from you. Use your fist to forcefully press inward and upward just under the breastbone.

Answer C describes the correct way to provide choking first aid to a conscious child under the age of one. You continue to repeat the five back blows and five chest thrusts until the object is dislodged or until the baby becomes unconscious. Answer A describes infant CPR, which is what should be done if the choking baby becomes unconscious. You should not perform blind finger sweeps, as described in B because this may push the object further into the throat. If you can visualize the object, you can try to reach in and pull it out. Answer D describes how you would do the Heimlich maneuver in an older child or adult.

23. A patient comes into the clinic complaining of weight loss, anxiety, sweating, and diarrhea. She is diagnosed with hyperthyroidism. The thyroid gland is part of what body system?

- ☐ a. Nervous system
- ☐ b. Musculoskeletal system
- ☐ c. Digestive system
- ☒ d. Endocrine system **Correct**

The endocrine system consists of a group of glands that secretes hormones into the blood. These hormones play important roles in regulating various functions of the body. With hyperthyroidism, there is excess thyroid hormone being secreted by the thyroid gland, and this can cause a number of symptoms, including weight loss, anxiety, sweating, and diarrhea.

24. If you are asked to give the patient a referral to a cardiac specialist, what should you do?

- ☒ a. Give the patient the name and contact information of local cardiac specialists who can see him for his problem. **Correct**
- ☐ b. Tell the patient to look up which cardiologists are on his insurance plan and to make an appointment with one of them as soon as possible.
- ☐ c. Send the patient's chart to a cardiologist to see if the doctor would be interested in seeing the patient.
- ☐ d. Have the patient go to the closest hospital immediately and ask to be seen by a cardiologist.

If asked to give a patient a referral, you should give the patient the name and contact information of the type of doctor they need to see for their specific problem. Ideally, you will check and make sure that the referral physician takes the patient's insurance and is taking new patients, or you can tell the patient to check before his visit. Sometimes you may even make an appointment for the patient with the referral doctor. Having the patient find a doctor to see on his own is not giving him a referral. Sending the patient's chart to the specialist to see if he or she would be interested in taking the case would breach the patient's privacy and is not how referrals are made.

25. A patient has just been started on warfarin, and you are asked to give her further instructions on dietary guidelines that she needs to be aware of while on this medication. Which of the following is an important dietary guideline to instruct the patient about?

- ☒ a. Maintain a consistent diet **Correct**
- ☐ b. Avoid eating green, leafy vegetables
- ☐ c. Avoid drinking grapefruit juice
- ☐ d. Eat double the recommended daily dose of fiber

The most important dietary guideline to tell patients about when starting warfarin is that it is important to be consistent with their diets. Foods high in vitamin K, such as green leafy vegetables, can alter the effects of warfarin therapy, but as long as the patient is consistent in the intake of these foods, the medication can be adjusted accordingly.

26. Which of the following is obesity LEAST likely to play a role in?

- ☒ a. Osteoporosis **Correct**
- ☐ b. Gallstones
- ☐ c. Osteoarthritis
- ☐ d. Type II diabetes

Obesity is associated with numerous health problems. These include gallstones, osteoarthritis, type II diabetes, heart disease, hypertension, and various types of cancer. It was previously thought that obese patients were LESS likely to have osteoporosis than non-obese patients, but new research is questioning this theory. Obesity has been directly linked to the other listed health problems, but research is still ongoing about the association between obesity and osteoporosis.

27. Which of the following locations will yield the most accurate results when taking an infant's temperature?

- ☐ a. Mouth
- ☐ b. Armpit
- ☒ c. Rectum **Correct**
- ☐ d. Ear

A rectal temperature reading is considered the most accurate for infants. Other methods can be used to take an infant's temperature, but it is important to get the most accurate reading as possible in infants because their health is generally more delicate than that of older children. The closer the thermometer is to the inside of the body, the warmer and more accurate the temperature will be.

28. What does third-party medical billing refer to?

- ☐ a. When a physician sends a bill to an insurance company
- ☒ b. When an insurance company contracts with another company to process payments **Correct**
- ☐ c. When a patient has two separate forms of health insurance
- ☐ d. When a patient's insurance company handles a claim

Third-party medical billing companies are used by insurance companies to process claims or payments. The physician may submit a claim to an insurance company, and the insurance company then passes the claim on to another company that specializes in processing that type of claim.

29. If a patient is lying on their back, they are in a _____ position.

- ☐ a. Prone
- ☐ b. Prostrate
- ☐ c. Dorsal
- ☒ d. Supine **Correct**

The definition of supine is lying on the back with the face upward. Prone is the position of lying on the stomach with the head turned to one side. Dorsal refers to the back of the body. Prostrate is defined as being stretched out, face-down.

30. You are assisting a physician as he sutures a patient wound, and you inadvertently receive a needle stick. The needle had already been used on the patient, and it is therefore potentially contaminated. What action should be taken immediately?

- ☒ a. Irrigate the puncture wound. **Correct**
- ☐ b. Get a tetanus shot.
- ☐ c. Call risk management.
- ☐ d. Begin HIV prophylaxis.

If you receive a needle stick, you should immediately irrigate the wound with a large amount of sterile saline or another clean fluid. A tetanus shot may be necessary depending on your vaccination status, but it can be given after you irrigate the wound. After irrigating the wound, your supervisor should be informed, and you should be evaluated to determine what other tests and vaccinations are necessary. It is possible that you may need prophylaxis for human immunodeficiency virus (HIV), but this can also be done after you have washed the wound.

31. Which of the following is a federal guideline for protecting health information?

- ☒ a. HIPAA **Correct**
- ☐ b. FMLA
- ☐ c. CSA
- ☐ d. HHS

The Health Insurance Portability and Accountability Act (HIPAA) is a federal act that addresses the privacy of personal health information. It provides details about how personal health information must be protected.

32. What is the proper way to position a blood pressure cuff?

- ☐ a. Wrap the cuff loosely around the upper part of the forearm, about an inch below the elbow.
- ☐ b. Wrap the cuff snugly around the upper arm, as close to the shoulder as possible.
- ☐ c. Wrap the cuff around the elbow, just tight enough to keep it in place.
- ☒ d. Wrap the cuff snugly around the upper arm, about half an inch above the elbow. **Correct**

A blood pressure cuff should ideally be placed on the upper arm, about half an inch above the elbow. The blood pressure cuff should be wrapped snugly around the arm in order to achieve proper compression of the brachial artery. You should be able to fit one finger underneath the cuff. If the cuff is too tight or too loose, the blood pressure reading may be inaccurate. Many cuffs have a brachial artery marker, which indicates how the cuff should be positioned on the arm (with the brachial artery marker just above the inner crease of the elbow).

33. Which of the following is an important and possibly life-threatening side effect of clopidogrel (Plavix)?

- ☐ a. Seizures
- ☐ b. Heart attack
- ☒ c. Bleeding **Correct**
- ☐ d. Hypertension

Severe bleeding is a serious potential side effect of Plavix. Plavix is a blood thinner that is used therapeutically to prevent blood clots in high-risk patients. All patients on this medication and all healthcare providers should be aware that bleeding is one of the major risk factors associated with Plavix.

34. Which of the following describes the correct sizing of crutches for a patient?

- ☐ a. The top of the crutches should be six inches below the armpits when the patient is standing up straight, and the handgrips should be at the level of the hips.
- ☐ b. The top of the crutches should be two inches below the armpits when the patient is standing up straight, and the handgrips should be at the level of the waist.
- ☒ c. The top of the crutches should be one inch below the armpits when the patient is standing up straight, and the handgrips should be even with the top of the hips. **Correct**
- ☐ d. The top of the crutches should be four inches below the armpits when the patient is standing up straight. The handgrips can be positioned wherever the patient would like them.

The top of the crutches should be 1 to 1.5 inches below the armpits when the patient is standing up straight. The handgrips should be even with the top of the patient's hips. It is important to size crutches correctly for a patient to avoid putting stress on other parts of the body. Improper sizing may result in discomfort and potential injury.

35. What information should be recorded on all patient visit notes?

- ☒ a. Time and date **Correct**
- ☐ b. Patient signature
- ☐ c. Patient Social Security number
- ☐ d. Physician's provider number

The correct time and date should be recorded on all patient documents. In addition, often the patient's name, birth date, and medical record number are included on documents. There are several types of documents that do require the patient's signature, Social Security number, and other personal information, but this information is not required on *all* patient visit documentation. The physician's provider number is used for health insurance purposes, and it is not required to be written on all patient visit notes.

36. What does the prefix *dys-* mean?

- ☐ a. Discharge
- ☐ b. Around
- ☒ c. Difficult **Correct**
- ☐ d. After

The prefix *dys-* means abnormal or difficult. Examples include dysphagia, which means difficulty swallowing, and dysplasia, which means the abnormal growth of tissues or cells. The suffix *-rrhea* means discharge. The prefix *peri-* means around. The prefix *post-* means after.

37. You are asked to collect a throat swab from a patient suspected of having strep throat. How should you carry out this procedure?

- ☐ a. Have the patient open his mouth just enough to fit the swab in, then move the swab back and forth until you hit the back of the throat.
- ☒ b. Depress the tongue, visualize the back of the throat, then swab the back of the throat and tonsils from side to side. **Correct**
- ☐ c. Clearly visualize the back of the throat, and only take a throat swab if there are white patches visible on the tonsils.
- ☐ d. Depress the tongue, have the patient open his mouth wide, and then swab the throat, cheeks, and tongue.

Have the patient open his mouth wide and tilt back his head. Use a tongue depressor to depress the patient's tongue so you can see the back of the throat. Swab the back of the throat and over the tonsils from side to side. Make sure you swab any visible white patches or inflamed areas in the throat and tonsils. Avoid swabbing the tongue and cheeks because you want to focus on the bacteria collected from the throat and tonsillar area. Even if white patches are not seen on the tonsils, the patient still may have a bacterial infection and a throat swab should be taken.

38. Which of the following is NOT required to be on the label of a medical specimen?

- ☐ a. Date of collection
- ☐ b. Time of collection
- ☐ c. The patient's full name
- ☐ d. Full name and signature of the person collecting the specimen **Correct**

When labeling medical specimens (e.g., blood, urine, or sputum) it is important to include the date and time of collection and the patient's full name and date of birth or medical record number. The lab order requisition form should accompany the lab specimen. Although the full name and signature of the person collecting the specimen are not required, the collector should include his or her initials on the label.

39. Which of the following is true regarding CDC recommendations for individuals with egg allergies receiving the annual flu vaccine?

- ☐ a. Individuals who have experienced angioedema or anaphylaxis as a response to egg should not receive the flu vaccine.
- ☐ b. Individuals with a diagnosed egg allergy should not receive the flu vaccine.
- ☐ c. Individuals who have experienced hives as a reaction to eggs should receive the flu vaccine as would individuals without an egg allergy. **Correct**
- ☐ d. Individuals with a diagnosed egg allergy can receive the flu vaccine regardless of their allergy severity.

The flu vaccine is indeed grown in eggs, but the CDC now recommends the flu vaccine to all individuals, including those with egg allergies. Those who experience hives in reaction to egg are able to have the flu vaccine without any special monitoring. Individuals who have experienced anaphylaxis or angioedema in response to eggs are also approved to receive the annual flu vaccine, but must do so in an inpatient or outpatient setting where the administration of the vaccine can be supervised and the patient promptly treated should a reaction occur.

40. If a patient is sitting with his arms crossed and the sides of his mouth slightly turned down while you are giving him instructions about a prescription, what would be an appropriate question to ask him?

- ☐ a. What is the problem?
- ☐ b. You don't like what I am saying?
- ☐ c. Do you want to do this appointment another time?
- ☐ d. Is there something that is bothering you? **Correct**

Many times, patients may communicate in nonverbal ways, such as using body language. It is important to pay attention to these cues because this may help you to better understand and respond to your patient. In this case, a patient who is frowning with his arms folded may indicate that he disapproves of something, does not accept what you are saying, or has another issue. When a patient displays nonverbal cues, you can use these to considerably question the patient about his feelings. Asking, "What is the problem?" would be an abrupt and possibly rude way to approach the patient. Asking, "You don't like what I am saying?" or "Do you want to do this appointment another time?" may be overinterpreting the patient's feelings.

41. What instructions should NOT be given to a female patient when a clean-catch urine sample is needed?

- ☐ a. Use a sterile wipe to clean between the labial folds, wiping from front to back.
- ☐ b. Include the initial stream of urine in the sample. **Correct**
- ☐ c. Wash hands with soap and water before collection.
- ☐ d. Urinate a small amount into the toilet bowl, then collect the sample using the urine cup.

When a clean-catch urine sample is needed from a female patient, she should be instructed to wash her hands, then sit on the toilet, spread open the labial folds with two fingers, use a sterile wipe to clean the inner folds of the labia (wiping from front to back), and use a second wipe to clean the area over the urethra. The patient should then urinate a small amount into the toilet bowl, temporarily stop the flow of urine, and then collect a urine sample using the urine cup. She should refrain from touching the inside of the sterile cup or lid.