

**COMMUNITY MEDICAL CENTER  
VOLUNTEER ORIENTATION  
POST TEST**

**PLEASE PLACE YOUR ANSWERS ON THE ANSWER SHEET PROVIDED.  
BE SURE TO INCLUDE: YOUR NAME THE DATE OF COMPLETION**

1. In the event of a fire, the nurse should first:
  - a. Dial "O" for the operator
  - b. Close the door and leave the building
  - c. Pull the fire alarm
  - d. Rescue the patient as in "RACE"
  
2. If you discover a defect in a piece of electrical equipment
  - a. Discard it immediately
  - b. Continue using the equipment until it is repaired
  - c. Tag the equipment, call clinical engineering and discontinue use.
  - d. List the equipment for a routine check by maintenance
  
3. Standard precautions should be used
  - a. Only with patients known to have an infectious disease
  - b. With all patients
  - c. Only when contact with infected blood is likely
  - d. Only with patients suspected of having a blood borne disease
  
4. Risk and Quality Worksheets (incident reports) must be filled out:
  - a. In the event of any unusual occurrence
  - b. Only when a lawsuit is probable
  - c. And the fact that it was filled out documented on the patient's chart
  - d. Only when a patient is seriously injured
  
5. If you encounter a potentially contaminated person (biologic, chemical, radiological etc.) you must:
  - a. Escort them through the hospital lobby and to the Emergency department.
  - b. Do not allow the patient to enter the hospital unless through the ambulance entrance
  - c. Call the Rapid Response Team (RRT)
  - d. Evacuate the building
  
6. Patients, staff or visitors at CMC are allowed to smoke in which of the following areas:
  - a. School of Nursing Patio
  - b. Outside of the front entrance
  - c. Outside of the Emergency Dept.
  - d. None of the above
  
7. Regulated (medical) waste is
  - a. Disposed of in the regular trash
  - b. Composed **only** of waste from isolation patients
  - c. Items that may be contaminated with infectious material
  - d. Only items contaminated with blood
  
8. When dealing with patients of different cultural backgrounds, it is important to:
  - a. Treat every person exactly the same
  - b. Understand that religion is important to everyone
  - c. Respect the individual person's cultural practices
  - d. Involve Social Service in every case

9. Which of the following statements are true?
- Patients do not have the right to amend their medical record.
  - HIPAA does not apply to those personnel who do not provide patient care.
  - HIPAA is meant to provide for the privacy and security of patient records.
  - Protected Health Information (PHI) can be released without authorization for any reason.
10. The goals patient safety program at CMC includes all of the following except:
- Maximize patient safety through education of hospital staff
  - Terminate the employment staff who make errors
  - Promotes risk reduction
  - Reports and tries to eliminate medication errors and patient falls
11. To improve accuracy of patient identification, what two identifiers are checked by the nurse prior to giving medications or doing procedures?
- Date of birth
  - Patient name
  - Patient ID (Billing number)
12. If you were to encounter a parent who wishes to hand over their baby, you should:
- Call Security immediately
  - Call the Scranton Police
  - Notify the Child Advocacy Center
  - Take the person with the baby to the Emergency Department
13. Age specific competencies are
- Unnecessary unless you are a pediatric nurse
  - A means of treating every patient the same
  - A way to address the special needs of each patient
  - None of the above
14. The fire extinguisher to use for an electrical fire should be labeled:
- E extinguisher
  - ABC extinguisher
  - Water extinguisher
  - AB/B extinguisher
15. When an interpreter is needed to communicate with a patient
- You should always use a family member
  - Contact the hospital operator to access an interpreter
  - Tell the family to hire a translator
  - The patient will be billed for the service
16. When lifting an object, it is important to:
- Keep your spine balanced and use your weight to move the patient.
  - Keep the weight load as far away from you as possible.
  - Bend at the waist and use your back.
  - All of the above.
17. When the hospital operator pages "1,2,3 red" overhead, volunteers should-
- Report to the person in charge / nurse's station
  - Get a water extinguisher and report to the area where the fire is
  - Take the elevator to the lobby
  - Start evacuating patients

18. Which of the following is true about patient information?
- a. It is OK to discuss in the elevator
  - b. You can share patient information with any other volunteer
  - c. All patient information is confidential & “need to know”
  - d. None of the above
19. Junior volunteers may wear:
- a. Red polo shirt
  - b. Blue jeans
  - c. Navy polo shirt
  - d. All of the above
20. When transporting specimens:
- a. Gloves are not necessary if it is in a bag
  - b. Gloves& hand washing are necessary every time
  - c. Hand them to a lab tech
  - d. None of the above

## ORIENTATION POST TEST

Volunteer Name \_\_\_\_\_ Date \_\_\_\_\_

	A	B	C	D		A	B	C	D
1	( )	( )	( )	( )	11	( )	( )	( )	( )
2	( )	( )	( )	( )	12	( )	( )	( )	( )
3	( )	( )	( )	( )	13	( )	( )	( )	( )
4	( )	( )	( )	( )	14	( )	( )	( )	( )
5	( )	( )	( )	( )	15	( )	( )	( )	( )
6	( )	( )	( )	( )	16	( )	( )	( )	( )
7	( )	( )	( )	( )	17	( )	( )	( )	( )
8	( )	( )	( )	( )	18	( )	( )	( )	( )
9	( )	( )	( )	( )	19	( )	( )	( )	( )
10	( )	( )	( )	( )	20	( )	( )	( )	( )

I have read and agree to all of the terms outlined in the Volunteer Confidentiality Agreement as conditions to my status as a volunteer at CMC. My signature below indicates my understanding of the stated requirements.

\_\_\_\_\_  
signature

\_\_\_\_\_  
date