



Mandatory Education

Course Information for Individual Study

Name: _____

Employee #: _____

Dept: _____

Date: _____

Please make your answer selection by double clicking on the box next to the appropriate response. Select either “**Not checked**” or “**checked**” to notate your answers.

Emergency/Disaster Management

1. The goals of Emergency/Disaster preparedness are to: Respond quickly and effectively, provide first aid to victims, care for the existing patient load, maximize the facility’s capacity to treat patients by optimal use of available resources, and coordinate all efforts through communications and command systems.

- A. True
- B. False

2. Who is involved in the Disaster Plan?

- A. The President of the United States
- B. The hospital administration
- C. Everyone
- D. The Chief of Staff

3. When “Condition “B” is paged overhead, it signifies:

- A. An internal disaster has occurred
- B. A prisoner has escaped
- C. A fire has started
- D. An external disaster has occurred; we are in stand by mode, make preparations to receive patients

4. When Condition “F” is paged overhead it, signifies:

- A. An external disaster has occurred
- B. A fire has started
- C. A prisoner has escaped
- D. An internal disaster has occurred

5. When Condition “C” is paged overhead, it signifies

- A. A child has been abducted
- B. An internal disaster has occurred
- C. It’s time for a coffee break
- D. Patients are in route and have arrived from the disaster and the external disaster plan is in effect

6. The individual with oversight and administrative authority when the Emergency/Disaster Management plan is activated is

- A. The Chief Nursing Officer
- B. The Incident Commander
- C. The Director of Engineering
- D. The Safety Officer

Patient Safety

Fall Prevention

- 1. A wandering patient with a fall prevention armband is reported to:**
 - A. The compliance officer
 - B. A security officer
- 2. Only staff members who have direct patient contact are responsible for fall prevention.**
 - A. True
 - B. False
- 3. Fall Prevention armbands are:**
 - A. Purple
 - B. Red
 - C. Yellow
 - D. Blue
- 4. To protect patients at risk for falls:**
 - A. Place call bells within reach
 - B. Have patients wear non-slip footwear
 - C. Assist patients on and off of equipment
 - D. All are true

National Patient Safety Goals

- 1. Improving communication includes consulting the District's standardized list of abbreviations, acronyms and symbols that are "unapproved" and should not be used.**
 - A. True
 - B. False
- 2. The HCHD compliance strategy for the newest National Patient Safety Goal for 2008 involves utilizing the _____ to improve patient outcomes.**
 - A. Patient Safety Committee
 - B. Rapid Response Team
 - C. Special Teams
- 3. All identified cases of unanticipated death or major permanent loss of function associated with a healthcare infection should be managed as a sentinel event.**
 - A. True
 - B. False
- 4. All clinical alarms should be activated and audible.**
 - A. True
 - B. False
- 5. Before surgery, marking the surgical site should involve the patient.**
 - A. True
 - B. False

6. _____ is a part of the pre-op verification process.
- A. Checklist
 - B. Verbal Reply
 - C. Read back
7. **A complete list of the patient's medications should be communicated to the next healthcare provider upon transfer of a patient.**
- A. True
 - B. False
8. **The "read back" recommendation applies to verbal/telephone orders.**
- A. True
 - B. False
9. **What are two approved patient identifiers?**
- A. Patient Name and Mother's Maiden Name
 - B. Date of Birth and Medical Record Number
 - C. Patient Name and Patient Date of Birth
 - D. Mother's Maiden Name and Patient Address
10. **All Patient Safety-related occurrences must be reported to your supervisor and Risk Management.**
- A. True
 - B. False

Cultural Competency

1. **When you treat others the way you want to be treated, you apply the “Platinum Rule.”**

- A. True
- B. False

2. **When you walk into the patient’s room for the first time, your primary goal is to find out what is wrong with him or her.**

- A. True
- B. False

3. **Your cultural values affect how you act.**

- A. True
- B. False

4. **A culturally competent caregiver makes sure to know everything possible about all the different cultural preferences and beliefs**

- A. True
- B. False

5. **A definition of stereotyping is to make assumptions based on personal values, beliefs and experiences.**

- A. True
- B. False

6. **An example of a bias is a caregiver who decides that a patient who does not take his medication does not care about getting well.**

- A. True
- B. False

7. **It is a natural human tendency to think our way is best.**

- A. True
- B. False

8. **The ongoing conversation in your mind is called self-talk.**

- A. True
- B. False

Substance Abuse - Drug Free Workplace

HCHD Insight General Training

1. **More than 70% of high school students have tried some sort of illegal drug.**
 A. True
 B. False
2. **Most of the time, Health Care Providers who use "Brief Screening" can tell which patients have Substance Abuse or Dependence problems.**
 A. True
 B. False
3. **Use of alcohol, tobacco, and other drugs makes many medical problems worse, harder to diagnose, and more expensive to treat.**
 A. True
 B. False
4. **12 ounces of beer, 5 ounces of wine, and 1.5 ounce of spirits all have the same amount of alcohol.**
 A. True
 B. False
5. **Alcohol use causes more deaths each year in the US than tobacco use.**
 A. True
 B. False
6. **All Health Care Providers at HCHD should know how to treat patients who abuse substances.**
 A. True
 B. False
7. **HCHD Health Care Providers should conduct "Brief Screening" with every patient.**
 A. True
 B. False
8. **Illegal drug use costs the US more each year than alcohol and tobacco combined.**
 A. True
 B. False
9. **In Texas in 2004, 46% of traffic deaths were alcohol-related.**
 A. True
 B. False
10. **InSight is a special project at HCHD to reduce our patients' substance use by using "Brief Screening" Brief Advice, and Brief Intervention".**
 A. True
 B. False

Age Specific Care/Populations Served

- 1. Keeping side rails up, placing the patient on his or her back, and keeping small objects out of reach are all means of increasing the safety of:**
 - A. Infants
 - B. Adolescent Patient
 - C. Pediatric Patient
 - D. Adult Patient
- 2. When considering care of the pediatric, which of the following are appropriate?**
 - A. Provide directions one at a time
 - B. Encourage parent(s) to remain with the patient
 - C. Kneel at eye level
 - D. All are true
- 3. Knocking before entering a room, providing opportunities to continue school work, and allowing time to visit with peers are all ways of providing better care for the:**
 - A. Pediatric Patient
 - B. Adolescent Patient
 - C. Geriatric Patient
 - D. Adult Patient
- 4. Allowing extra time for activities, speaking clearly, and keeping any path free of obstacles are helpful actions when providing care to the:**
 - A. Pediatric Patient
 - B. Adolescent Patient
 - C. Geriatric Patient
 - D. Adult Patient

Ethics

- 1. Ethics is:**
 - A. A sometime thing.
 - B. Doing what we feel is right at the time.
 - C. Doing what is right, fair, honest, and legal.
 - D. Who is right.
- 2. Ethical choices are made by:**
 - A. Corporations
 - B. Special committees
 - C. Individuals
 - D. None are true
- 3. The first step to managing conflicting rights is:**
 - A. Eliminate the conflict
 - B. Decide what's more right
 - C. Seek assistance
 - D. None are true

4. A dilemma is a situation that requires you to choose between two equally balanced "rights".

- A. True
- B. False

5. When considering an ethical issue a first question to ask is: Is it legal?

- A. True
- B. False

Sexual Harassment

- 1. A complaint of sexual harassment should be brought immediately to the attention of the Department Director, the Director of Human Resources or the Administrator.**
 A. True
 B. False
- 2. Sexual jokes or comments in the workplace can create a hostile working environment.**
 A. True
 B. False
- 3. To qualify as sexual harassment the people involved have to be of the same sex.**
 A. True
 B. False

Workplace Violence

- 1. All assaults must be reported to the HCHD Department of Public Safety (Security).**
 A. True
 B. False
- 2. Which of the following workforce members need to wear identification at all times?**
 A. Employees
 B. Volunteers
 C. Contractors
 D. All the above should wear proper identification at all times
- 3. Where should identification badges be worn?**
 A. Under your lab coat.
 B. On outer garment above the waist and visible.
 C. It does not matter as long as you are wearing your ID.

Environment of Care/General Safety

Abuse and Neglect

1. **Suspected or actual abuse of the elderly (those whose are aged 65 years or greater) is reported to:**
 - A. ADA
 - B. Houston Police Department (HPD)
 - C. APS (Adult Protective Services)
 - D. CPS (Child Protective Services)

2. **The illegal or improper use of the resources of an individual for monetary or personal benefit, profit, or gain without their informed consent is an example of:**
 - A. Abuse
 - B. Neglect
 - C. Exploitation
 - D. All are true

3. **HCHD employees must report suspected or actual abuse, neglect, and/or exploitation of patients:**
 - A. True
 - B. False

Advance Healthcare Directive

1. A "Medical Power of Attorney" designates another person as the patient's agent for the purpose of making medical decisions.

- A. True
- B. False

2. An example of an Advance Directive is:

- A. Medical Power of Attorney
- B. Directive to Physician
- C. Out of Hospital DNR
- D. All are true

3. An Advance Directive becomes effective when:

- A. The patient is placed on life support.
- B. When the patient is admitted.
- C. The patient has been diagnosed with a terminal or irreversible condition by the attending physician.
- D. The patient's family decides.

Back Safety

1. **Knowledge of general principles of body mechanics heightens your awareness of your posture and movements and helps protect you from injuries. General principles of body mechanics include:**

- A. Plan your work, and then work your plan.
- B. Wear safe footwear; never stand on chairs or stools.
- C. Never bend over and pull objects to you; get down, grasp the object carefully, keep your back straight and stand using your leg muscles.
- D. All are true.

2. **Which of the following is NOT important for back safety?**

- A. Lifting properly
- B. Exercise to stretch and strengthen muscles
- C. Pull don't push
- D. An ergonomically correct workstation

3. **Those who sit at a desk all day are not at risk for back injury.**

- A. True
- B. False

Bloodborne Pathogens

1. Mumps are transmitted by which of the following methods:

- A. Airborne
- B. Droplet
- C. All are true
- D. Contact

2. Which group listed below does NOT have a higher risk of contracting Hepatitis C:

- A. Inmates
- B. Healthcare workers
- C. Persons receiving dialysis/transfusions
- D. Rodeo riders

3. C. difficile and Scabies are transmitted by which of the following methods

- A. Airborne
- B. Droplet
- C. Contact
- D. A and C

4. Hepatitis is largely preventable:

- A. True
- B. False

5. In order to prevent the spread of Tuberculosis (TB) which of the following statements is NOT true?

- A. Place patient in a room with negative pressure
- B. Use a N-95 mask as barrier protection against TB
- C. Place patient in a room with another patient who is on contact precautions
- D. Continue regular PPD skin tests

Electrical Safety

1. **If you see that an electrical safety inspection sticker's due date has passed, you should:**

- A. Ignore it and use the equipment anyway because it's the only one available.
- B. Unplug it and place it in the hallway.
- C. Tell someone else to take care of it.
- D. Complete a work order, label the equipment "Do not use", and send it to the Biomed Dept.

2. **Improperly used or damaged electrical equipment causes the largest numbers of fires in hospitals.**

- A. True
- B. False

3. **All electrical equipment should be checked for frayed cords, exposed wires, broken plugs, or missing ground pins. If these unsafe conditions are present:**

- A. Cover with tape and continue to use it.
- B. Set it aside and the appropriate department will find it and repair it.
- C. Label "broken" and put it in the hallway
- D. Do not use the equipment. Attach a completed work order to the equipment and send it to Biomed for repair.

4. **When using electrical equipment or devices while in contact with patients follow these safety cautions:**

- A. Be sure you are familiar with the safe operation of all equipment used in your area.
- B. Do not allow patients to touch equipment.
- C. Take care that liquids are not spilled on equipment.
- D. Follow patient care procedures when turning off or disconnecting equipment.
- E. All are true

Fire Safety Management

1. RACE and PASS are:

- A. Terms used by the Texans football team
- B. Memory aids to help us remember to RACE out of the door and PASS any fire that is in progress
- C. The process we use in organizational performance projects
- D. Memory aids to help us remember what to do in a fire Rescue, Alarm, Contain, and Evacuate/Extinguish and Pull, Aim, Squeeze and Sweep.

2. Restricting smoking reduces risks to patients who smoke, risks of passive smoking for others, and risk of fire. Smoking is prohibited in:

- A. All areas inside the hospital
- B. Medical Office Buildings
- C. Courtyards and building entrances except as designated
- D. All are true

3. Your role in a fire evacuation includes each of the following EXCEPT:

- A. Keep corridors clear and do not place anything in front of fire doors that may block them from closing properly.
- B. Know the time limit on smoke doors so that you know how much time you have to evacuate patients.
- C. All are true
- D. Know fire evacuation routes and areas of refuge

4. All fire drills should be taken seriously and staff should respond to each fire drill as if it were a real fire.

- A. True
- B. False

5. Do not store flammable items such as boxes and paper within:

- A. 3 inches of the ceiling
- B. 6 feet of the ceiling
- C. 18 inches of the ceiling and sprinkler head
- D. 3 feet of a smoking person

Emergency Codes and Conditions

1. When code "Orange" is announced it means:

- A. Traffic cones have been stolen
- B. A hostage situation
- C. A prisoner has escaped
- D. A bomb threat

2. In the event of a known or possible biologic contamination of the facility, what emergency code is announced?

- A. Code "Zebra"
- B. Code "Giraffe"
- C. Code "Green"
- D. Code "Red"

3. In the event of a hostage situation, what emergency code is announced?

- A. Code "Smith"
- B. Code "Anderson"
- C. Code "Fred"
- D. Code "Red"

4. When code "Stork" is announced it means:

- A. An infant or child has been abducted
- B. A baby crib has been stolen
- C. There is a bird loose in the building
- D. A doctor must report to the labor and delivery room

Mission Vision Values

1. Of the following statements, which one is NOT an HCHD value?

- A. We value our patients, staff and partners
- B. We value compassionate care.
- C. We value trust, integrity, mutual respect and communication
- D. We value education, research and innovation
- E. We will change the oil in our vans every 3,000 miles

2. According to our mission statement, we will improve our community's health by _____ to Harris County residents.

- A. providing more clinics
- B. delivering high-quality health care
- C. going boldly where no one has gone before
- D. giving free medical care

3. Which process does HCHD use to guide organizational improvement projects?

- A. Assess, diagnose, plan, implement
- B. Critical Thinking
- C. Scream, Run, Hide and Blame
- D. Plan, Do, Check, and Act

Handling Hazards Materials

- 1. Healthcare workers may be exposed to which of the following hazards?**
 - A. Hazardous chemicals and drugs
 - B. Infectious waste
 - C. Needle sticks
 - D. All of the above
- 2. Should a spill occur, determine what the chemical is, obtain the MSDS, and call which two departments to respond to the spill?**
 - A. Building Services and Security
 - B. Laboratory and Security
 - C. Administration and Building Services
 - D. Food Services and Engineering
- 3. What "Condition" is announced when there is a chemical spill?**
 - A. Condition "Pink"
 - B. Condition "Green"
 - C. Condition "Lysol"
 - D. Condition "Yellow"
- 4. All sharps should be disposed of in a container labeled:**
 - A. As hazard materials
 - B. With the address of the hospital
 - C. Both as hazard materials and with the address of the hospital

Hazard Communication

- 1. Federal, State and Local laws require employers to inform employees about hazardous substances in the workplace to ensure that both employer and employees understand the hazards associated with the use of chemicals.**
 - A. True
 - B. False
- 2. Which of the following substances are considered hazardous?**
 - A. Infectious agents
 - B. Radiation
 - C. Chemotherapy drugs
 - D. Medical gases
 - E. All are correct
- 3. What should you do with an unlabeled or unidentified container?**
 - A. Do not use it.
 - B. Report it to the lab or to the Safety Officer.
 - C. Discard it only after you contact the lab
 - D. All are correct
- 4. What is an MSDS?**
 - A. Major Super Deli Sandwich
 - B. An advanced degree obtained at one of our local universities
 - C. A form that gives information about potentially harmful chemicals in your work area
 - D. A form we fill out in case of a chemical spill.

5. If an exposure to a hazardous chemical occurs, you must:

- A. Report it to your manager or supervisor
- B. Seek medical advice
- C. All are correct
- D. Document the exposure on the appropriate form

Infection Control

1. Antimicrobial wipes (i.e., towelettes)...

- A. might be considered as an alternative to hand washing with plain soap and water
- B. are as effective as alcohol-based hand rubs.
- C. are as effective as washing hands with antimicrobial soap and water

2. What is the single most effective means to prevent the transmission of infection?

- A. Use of gloves
- B. Proper hand washing
- C. Use of mask/respirator
- D. Wearing protective eyewear / shield

3. The appropriate amount of time you should wash your hands is:

- A. At least 15 seconds
- B. 3 - 5 seconds
- C. 5 minutes
- D. 10 - 15 minutes

4. Standard precautions reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infections in hospitals.

- A. True
- B. False

5. It is necessary to wash hands after taking a patient's pulse.

- A. True
- B. False

6. If hands are visibly soiled, use an alcohol-based hand rub for decontaminating hands.

- A. True
- B. False

7. Gloves should be worn when contact with blood or other body fluids or tissues is expected. Which of the following statements is NOT correct regarding the proper use of gloves?

- A. Gloves should be changed between procedures on the same patient.
- B. Gloves should be changed between patients
- C. Gloves may be washed and reused
- D. Once gloves are taken off, hand washing is required

Medical Equipment

- 1. The Safe Medical Device Reporting Program establishes a process by which the use of medical devices are regulated to ensure their safety and effectiveness.**
 - A. True
 - B. False
- 2. In the event of a malfunction of a medical device, your actions should include which of the following?**
 - A. Minimize harm to the patient
 - B. Notify physician, if appropriate
 - C. Complete an incident report
 - D. All are true
 - E. Save all disposables, if available
 - F. Impound equipment, and do not change settings
- 3. The Safe Medical Device Act required hospitals to report when a medical device may have caused serious injury or death to a patient. According to the definition of a medical device, which of the following is considered a medical device?**
 - A. Slippers
 - B. Infusion Pump
 - C. Restraint
 - D. All are true

Sentinel Event

- 1. Which of the following would be considered a sentinel event?**
 - A. Suicide of a patient in a setting where the patient receives around the clock care.
 - B. Infant discharged to the wrong family
 - C. All are true
 - D. Surgery on the wrong body part
- 2. A sentinel event is defined by JCAHO as: An unexpected occurrence involving death, serious physical or psychological injury or the risk thereof.**
 - A. True
 - B. False
- 3. Which of the following is not an organizational responsibility with regards to sentinel events?**
 - A. Conduct investigation for the cause of the sentinel event.
 - B. Implement improvements to reduce the likelihood of reoccurrence of the sentinel event.
 - C. Monitor effectiveness of improvements implemented.
 - D. Focus on individual performance, rather than systems and processes.

Waste Management

- 1. Any item visibly saturated with blood and body fluids or coming from an isolation area should be discarded into:**
 - A. A white or black trash bag
 - B. A paper bag
 - C. A red biohazard waste bag
 - D. A plastic container
- 2. Waste segregation is the sorting of hazardous and/or infectious waste from non-hazardous waste in an attempt to protect employees and patients from potential health risks.**
 - A. True
 - B. False
- 3. When special waste from healthcare facilities is handled or disposed of improperly, you not only put yourself at risk for exposure, you also put the patient, your co-workers, your family and visitors at risk.**
 - A. True
 - B. False

HIPAA

HIPAA Advanced

- 1. A clinician has the right to send her patient's recent visit notes to a colleague for a consultation, even though the patient has not met the consultant yet.**
 A. True
 B. False
- 2. A patient's husband calls for the results of his wife's pregnancy test. You can give him the results.**
 A. True
 B. False
- 3. A patient does not have the right to request a change in his medical record.**
 A. True
 B. False
- 4. An employer calls regarding an employee's medical appointment and asks for information about the employee's illness. You can discuss it.**
 A. True
 B. False
- 5. A patient's wife calls and asks for a copy of her husband's medical record. You can send the file without the patient (husband)'s written authorization.**
 A. True
 B. False
- 6. It is a violation of HIPAA to report incidences of sexually transmitted diseases to the State of Texas without the patient's authorization.**
 A. True
 B. False
- 7. HCHD maintains an audit trail of access to the IBM and EPIC systems.**
 A. True
 B. False
- 8. A physician can fax his list of inpatients to the doctor who is rounding for him over the weekend.**
 A. True
 B. False
- 9. Sharing passwords is a violation of HIPAA.**
 A. True
 B. False
- 10. You want to send a birthday card to a coworker. It is all right to look up your coworker's address in IBM or Epic.**
 A. True
 B. False

HIPAA Updates and Review

1. **Patients do not have the right to request confidential communications.**
 - A. True
 - B. False

2. **Protecting patient privacy is part of every healthcare worker's job.**
 - A. True
 - B. False

3. **Which of the following is "protected health information"?**
 - A. A patient's name
 - B. A patient's medical record number
 - C. A patient's home address
 - D. All of the above

4. **Who does HIPAA affect?**
 - A. Clinical Providers
 - B. Volunteers
 - C. Patients and Visitors
 - D. Service and Support Personnel
 - E. All of the above

5. **Under HIPAA, how much protected health information are you entitled to access, if you are not treating the patient?**
 - A. As much information as you want
 - B. No information
 - C. Only the information that is necessary to do your job

6. **Under HIPAA, which of the following uses of patient information is NOT allowed without obtaining the patient's authorization?**
 - A. Treatment
 - B. Payment
 - C. Healthcare Operations
 - D. Providing the patient information to a newspaper reporter

7. **Your job duties include promoting privacy practices, such as reporting privacy problems and assisting with corrective actions.**
 - A. True
 - B. False

8. **Which of the following are ways you can protect patient privacy?**
 - A. Accessing only the necessary amount of patient information to do your job
 - B. Using patient health information wisely
 - C. Disclosing patient health information only in instances of treatment, payment, or specific healthcare operations, or as authorized by the patient
 - D. Disclosing patient health information only to those with a genuine need to know
 - E. All of the above

9. Which of the following is a key HIPAA question?

- A. Is the patient information I am about to access necessary for me to complete my job?
- B. Am I accessing only the minimum necessary to complete my job, no more and no less?
- C. Am I accessing, using, or disclosing this information for treatment, payment, or healthcare operations reasons?
- D. Am I accessing, using or disclosing this information by having a signed authorization from the patient?
- E. All of the above

10. Which of the following are ways in which HCHD protects patient privacy?

- A. Imposing sanctions on workforce members for those who don't follow the privacy practices.
- B. Having a way for patients and associates to file complaints.
- C. Assigning a Privacy Officer.
- D. Having written policies and procedures to help staff understand the privacy and security rules.
- E. All of the above

11. A privacy breach is the exposure of a patient's health information to individuals that do not have the right to see, hear or use the information.

- A. True
- B. False

Patient Identification

1. What are two approved patient identifiers?

- A. Patient Name and Mother's Maiden Name
- B. Date of Birth and Medical Record Number
- C. Patient Name and Patient Date of Birth
- D. Mother's Maiden Name and Patient Address

2. Which of the following is an appropriate method/practice in identifying the patient?

- A. Address the patient by asking them, "Are you Mr. Jones?"
- B. "Ask, Don't Tell" the patient to state his name and date of birth
- C. Look up the patient name on the medical record
- D. Look for the patient's name posted somewhere in the patient room

3. For an inpatient setting, which of the following should be used in validating the patient identification?

- A. Patient armband
- B. Medical Record
- C. HCHD Identification Card
- D. Dietary Menu

4. Before drawing a specimen and after drawing a specimen, what should be checked?

- A. Patient Name and Date of Birth on armband and Patient Name and Date of Birth on requisition to name on sample
- B. Date of birth and Patient Sex on Identification Card to patient name
- C. Name in EPIC system to name on sample and Patient Name on requisition to name on sample
- D. Patient name with the Nurse and patient name on requisition

5. What does the Name Alert Sticker indicate to you?

- A. Patient's name is misspelled

- B. Patient does not know his name
- C. Two or more patients have the same name or similar name
- D. Nothing different from any other patient

6. If there is a language barrier or you are unable to verbally communicate with the patient, what is an unacceptable practice?

- A. Contact Interpretive Services or the Bilingual Unit Based Staff
- B. Ask a family member or significant other to state the patient name and date of birth
- C. Don't ask anyone anything due to HIPAA and proceed with the procedure/service
- D. Check the patient's picture identification, driver's license, and passport

7. When should you request two patient identifiers?

- A. Only at time of registration
- B. Once a day
- C. Only on Monday since it is the beginning of the workweek
- D. During any patient encounter

8. In an outpatient setting, which of the following should be used in validating patient identification?

- A. Dietary Menu
- B. Medical Record and/or EMR screen
- C. Name on the treatment room door
- D. Name on the appointment schedule

9. Which of the following are considered an encounter with a patient and the 2 identifier system should be used?

- A. At time of transporting a patient
- B. Delivering dietary trays
- C. At time of treatment/surgery/medication administration
- D. All of the above

10. In order for HCHD to be in compliance with Joint Commission standards for patient identification, the Patient Identification Policy was implemented to do which of the following:

- A. Improve the accuracy of patient identification
- B. Improve the effectiveness of communication among caregivers
- C. Use at least 2 patient identifiers
- D. All of the above