

EXERCISE 1: HEALTH AND SAFETY

Q1: Which of the following are considered to be potentially infectious bodily fluids:



- A: Pericardial Fluid
- B: Saliva
- C: Blood
- D: All of the above

Q2: A pathogen is best described as:

- A: Anything that causes a fever
- B: Any disease caused by bacteria
- C: Anything that causes a disease
- D: Any disease that can be treated with antibiotics

Q3: Phlebotomists wear Personal Protective Equipment (PPE).

Which item of PPE is most commonly worn by phlebotomists? Is it:

- A: Hair Nets
- B: Gloves
- C: Over-shoes
- D: Goggles

Q4: Hand washing with soap is one of the most effective forms of infection control.

The standard procedure advocates washing your hands for:

- A: At least 20 seconds
- B: At least 30 seconds
- C: At least 50 seconds
- D: Between 15 and 20 seconds

Q5: One hazard for phlebotomists are BBVs. What does BBV stand for?

- A: Blood-bound viruses
- B: Body blood viruses
- C: Basic blood viruses
- D: Blood-borne viruses

Q6: Your employer has a legal duty to protect you from BBVs. Which acts cover you in your place of work?

- A: Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- B: Health and Safety at Work Act 1974
- C: Management of Health and Safety at Work Regulations 1999
- D: All of the above

EXERCISE 2: PROFESSIONALISM & EFFECTIVE COMMUNICATION



Q1: Which of the following would be considered appropriate professional behaviour?

- A: Compassion
- B: Motivation
- C: Integrity
- D: All of the above

Q2: As a phlebotomist you should avoid wearing rings. Is this because:

- A: Rings can look garish and may distract your patient
- B: Rings may affect nearby electrical equipment
- C: Rings can harbour pathogens and may damage gloves
- D: Rings might cause you to slip when holding a needle

Q3: In hospitals phlebotomists represent the interface between:

- A: The patient and yourself
- B: The patient, medical staff and the pathology department
- C: The patient, your colleagues and friends
- D: Your work colleagues and the haematology department staff

Q4: There is a checklist for effective communication with patients. Known as SOLER, this stands for:

- A: Standing, Opinion, Likeability, Effective, Recording
- B: Sit, Open, Lean, Eye, Relaxed
- C: Sensitive, Open, Like, Effective, Receiving
- D: Sensitive, Open, Like, Effective, Relaxed

Q5: Approximately what percentage of communication is non-verbal?

- A: 13%
- B: 28%
- C: 55%
- D: 92%

Q6: Phlebotomists are ethically and legally required to keep what confidential?

- A: Patient information
- B: Department information (including equipment used)
- C: The names of your colleagues
- D: All of the above

EXERCISE 3: ANATOMY AND PHYSIOLOGY



Q1: Which of the following systems are important for the phlebotomist to understand?

- A: The Integumentary and Circulatory Systems
- B: The Endocrine and Respiratory Systems
- C: The Lymphatic and Locomotor Systems
- D: The Digestive and Nervous Systems

Q2: The Cardiovascular System (Circulatory System) includes which components:

- A: The Heart
- B: The Blood
- C: The Blood Vessels
- D: All of the above

Q3: Which of the following is the most commonly used vein for venepuncture?

- A: The Median Cubital Vein
- B: The Cephalic Vein
- C: The Brachial Vein
- D: The Radial Vein

Q4: In the UK phlebotomists usually collect blood from the following sites:

- A: Arms and Feet
- B: Arms and Hands
- D: Arms, Hands, Feet and Heel Pricks
- D: Arms, Hands and Feet only

Q5: Venous blood is collected by phlebotomists from veins. Venous Blood is:

- A: Oxygenated blood
- B: Oxygenated blood and carries nutrients and hormones
- C: Deoxygenated blood
- D: Blood collected from the arteries

Q6: Arterial Blood Gases is a specialised blood collection (not performed by phlebotomists).

This is blood collected from:

- A: The Capillary Bed (usually a heel prick)
- B: The Cephalic Vein
- C: The Brachial Artery
- D: The Radial Artery

NUMBER OF CORRECT ANSWERS:
 MAX 6 OUT OF 18

TOTAL NUMBER OF CORRECT ANSWERS:
 OUT OF 18