

1. If your patient refuses to sign a refusal form, you should:
  - A) have the police arrest the patient.
  - B) discard the form because it is invalid without a signature.
  - C) leave the form with a family member to get it signed later.
  - D) document the refusal and have one or more witnesses sign the form.
2. Once you have arrived with a patient at the receiving facility, you should notify the:
  - A) police. B) family. C) dispatcher. D) hospital staff.
3. What part of the written report contains the AVPU information?
  - A) patient B) hospital C) financial D) administrative
4. Communicating with hearing-impaired patients who are able to lip read can be improved by using all of the following EXCEPT:
  - A) shining a light on your face when in a dark environment.
  - B) positioning yourself directly in front of the patient.
  - C) speaking loudly, exaggerating your pronunciation.
  - D) looking for hearing aids and assistive devices.
5. When you make your initial radio contact, you should NEVER:
  - A) speak in a normal tone. C) identify the care attendant.
  - B) identify the unit number. D) knowingly interrupt another transmission.
6. Which of the following incidents does NOT require a report to be filed with local authorities?
  - A) gunshot wounds B) animal bite C) cardiac arrest D) spousal abuse
7. It is important for you to give a clear, concise patient report to the emergency department staff because it allows them to:
  - A) inform the family. C) test the radio transmission.
  - B) finish a coffee break. D) prepare for the patient's needs.
8. Which of the following has the weakest transmission signal and, as a result, is LEAST likely to be heard by the party being called?
  - A) base station C) mobile repeater station
  - B) land-base repeater station D) hand-held portable radio
9. When you relay patient information via a radio, communications should be:
  - A) brief and organized. C) spoken in a loud voice.
  - B) coded and scripted. D) lengthy and complete.
10. What agency controls and regulates all radio communications in the United States?
  - A) FBI B) FCC C) FTD D) FRA
11. After you receive patient care orders from medical control, you should:
  - A) consult with the patient. C) repeat the orders back word for word.
  - B) terminate the transmission. D) repeat the orders back in your own words.



22. On route to the hospital, you should notify the dispatcher of your arrival and the:  
A) road delays and construction. C) number of miles traveled.  
B) estimated time of arrival. D) need for special equipment.
23. Which of the following words should you use to terminate a transmission?  
A) off B) end C) over D) finished
24. When you communicate with a patient, you should:  
A) make and keep eye contact.  
B) promise the patient that everything will be all right.  
C) let the patient think that you wish to pursue a friendship.  
D) make sure the patient knows that you have a schedule to keep.
25. In what manner should you act and speak with a patient?  
A) passive B) authoritative C) loud and official D) calm and confident
26. Which of the following statements regarding your written report is true?  
A) It is a legal document. C) It must be destroyed after 1 year.  
B) It cannot be used in a court of law. D) It is used only for billing purposes.
27. A patient's refusal must be:  
A) ignored at all costs. C) reported to the police.  
B) an informed refusal. D) witnessed by a notary to be legal.
28. Providing information to the receiving facility allows the hospital to:  
A) change staff. B) notify the press. C) notify the police. D) prepare for the patient.
29. Repeater-based systems have the advantage of:  
A) transmitting longer distances with low power equipment.  
B) reduced cost associated with older equipment.  
C) needing only one frequency to transmit and receive.  
D) smaller antennas making equipment light and easy to transport.
30. For legal reasons, you should NOT use language on the radio that is considered:  
A) slang. B) coded. C) profane. D) uncommon terminology.
31. When you begin a verbal report, you should state the patient's age, sex, and:  
A) chief complaint. C) the emergency care given.  
B) any known allergies. D) past medical history.
32. What is the main reason for the written report?  
A) research data B) quality assurance C) continuity of care D) legal documentation

33. Communicating with an injured child is easier when you:
- A) remove distracting toys, dolls, and blankets.
  - B) allow a family member to hold or comfort the child.
  - C) assume an authoritative approach demanding the child cooperate.
  - D) hide what is wrong from the child by using complex medical language.
34. Two-way medical communication that requires EMT-Bs to "push to talk" and "release to listen" describe what mode of communication?
- A) simplex    B) duplex    C) multiplex    D) mediplex
35. Which of the following information is included in the minimum data set of a typical ambulance report?
- A) patient and hospital
  - B) patient and accident
  - C) patient and administrative
  - D) hospital and administrative
36. Which of the following patients has the right to refuse medical care, even though the illness or injury could result in death or permanent disability?
- A) minor patient
  - B) institutionalized patient
  - C) competent adult patient
  - D) mentally incompetent adult
37. All information recorded in the written report must be:
- A) typewritten or printed.
  - B) considered confidential.
  - C) a matter of public record.
  - D) written in a first-person format.
38. Which of the following types of patient information should be relayed first after you identify your unit and name?
- A) age and sex    B) present illness    C) chief complaint    D) primary problem
39. To describe your patient's illness or injury, you should:
- A) have the dispatcher look up the medical terminology for you.
  - B) make up something that sounds good.
  - C) use complex codes.
  - D) use plain English.
40. When you talk with a patient, you should try to position yourself:
- A) at the patient's feet.
  - B) at the patient's head.
  - C) standing above the patient.
  - D) at a level lower than the patient's.
41. Which of the following types of patient information is NOT usually part of your verbal report when you communicate with medical control?
- A) name    B) allergies    C) past history    D) chief complaint
42. Fixed radios, like those typically used at dispatch centers, are termed:
- A) satellite radios.    B) base stations.    C) cellular centers.    D) 800-MHz systems.

43. Which type of communications equipment is readily available to the public and functions as a radio receiver?  
A) mobile repeater station    B) scanner    C) duplex station    D) simplex station
44. When you finish transmitting patient information, you should indicate this by saying:  
A) "over."    B) "so long."    C) "good-bye."    D) "thank you."
45. Responsibilities of medical dispatchers include:  
A) discouraging callers from providing medical care.  
B) randomized dispatching of available units.  
C) directing responding units to the correct location.  
D) referring nonemergent calls to private physicians.
46. The most common method of accessing the EMS system is the:  
A. Telephone  
B. Roadside call box  
C. E 911 system  
D. Repeater
47. When considering the proper sequence for delivery of patient information, which of the following items should be stated first when giving a report to the hospital?  
A. BP is 140/100  
B. Patient is allergic to penicillin  
C. 65-year-old male  
D. History of asthma
48. In the event that information was omitted from a prehospital care report, the EMT should:  
A. Add a note with the information, current date, and EMT's initials  
B. Not be concerned about the omission  
C. Make a correction on the report  
D. make a mental note in case the report is later used
49. If the patient continues to refuse care, the EMT should do all of the following except:  
A. Have a patient sign a refusal form  
B. Have the form signed by a witness  
C. Contact medical direction (if required by local policy)  
D. Leave the scene immediately
50. Finding that the abdomen is soft and nontender to palpation in a complaining of abdominal pain is a:  
A. Pertinent negative  
B. Pertinent positive  
C. Insignificant finding  
D. False finding