

Chapter # 4: Communication and Documentation

1. Effective therapeutic communication skills require _____.
 - A) verbal and nonverbal communication techniques
 - B) English-speaking patients or family members
 - C) supervision by advanced life support personnel
 - D) correct use of complex medical terminology

2. Which of the following types of questions allow for the most detailed response?
 - A) Yes or no questions
 - B) Closed-ended questions
 - C) Open-ended questions
 - D) Multiple questions asked at once

3. Which of the following will help improve radio communications?
 - A) Wait 1 second after pressing the transmit button before speaking.
 - B) Hold the radio at least 6 inches from your mouth.
 - C) Use codes to speed communication.
 - D) Answer questions with “yes” or “no.”

4. Ethnocentrism is defined as:
 - A) understanding that people from different cultural backgrounds respond to pain and stress differently.
 - B) suspecting that a person has an ulterior motive based on the tone of his or her voice when answering a question.
 - C) subconsciously forcing your cultural values onto a patient because you feel that your own values are more acceptable.
 - D) considering your own cultural values to be more important when interacting with people of a different culture.

5. During your assessment of a 20-year-old man with a severe headache and nausea, you ask him when his headache began, but he does not answer your question immediately. You should:
 - A) repeat your question because he probably did not hear you.
 - B) allow him time to think about the question and respond to it.
 - C) ask him if he frequently experiences severe headaches and nausea.
 - D) tell him that you cannot help him unless he answers your questions.

6. When you are communicating with an older patient, it is important to remember that:
- A) your questions should focus exclusively on the patient's obvious problem.
 - B) most older people think clearly and are capable of answering questions.
 - C) hostility and confusion should be presumed to be due to the patient's age.
 - D) speaking loudly and distinctly will ensure that the patient can hear you.
7. A 4-year-old boy had an apparent seizure. He is conscious and calm and is sitting on his mother's lap. His father is sitting in a nearby chair. The child's mother suddenly begins crying uncontrollably, which causes the child to start crying. You should:
- A) ask the father to hold the child so you can assess him while your partner tries to calm the mother.
 - B) give the child a favorite toy or blanket to hold onto and perform your assessment to the best of your ability.
 - C) reassure the child's mother that seizures in children are very common and that there is nothing to worry about.
 - D) attempt to calm the child's mother, but avoid separating her from her child because this will increase her anxiety.
8. Communicating with patients who are deaf or hard-of-hearing can be facilitated by doing all of the following, EXCEPT:
- A) shining a light on your face when you are in a darkened environment.
 - B) elevating the tone of your voice and exaggerating word pronunciation.
 - C) placing yourself in a position to ensure that the patient can see your lips.
 - D) providing pen and paper if the patient prefers to write his or her response.
9. As you are wheeling your patient through the emergency department doors, you receive another call for a major motor vehicle crash. You should:
- A) place the patient in a high-visibility area and then respond to the call.
 - B) inform the admissions clerk of the situation and then respond at once.
 - C) leave a copy of the run form with a nurse and then respond to the call.
 - D) respond only after giving a verbal patient report to a nurse or physician.
10. Which of the following statements is NOT appropriate to document in the narrative section of a PCR?
- A) "General impression revealed that the patient was intoxicated."
 - B) "Significant damage was noted to the front end of the vehicle."
 - C) "The patient admits to smoking marijuana earlier in the day."
 - D) "After oxygen was administered, the patient's breathing improved."

11. Which of the following statements regarding a patient refusal is correct?
- A) A patient who consumed a few beers will likely be able to refuse EMS treatment.
 - B) Advice given to a patient who refuses EMS treatment should not be documented.
 - C) A mentally competent adult has the legal right to refuse EMS care and transport.
 - D) Documentation of proposed care is unnecessary if the patient refuses treatment.
12. Which of the following incidents does NOT require a report to be filed with local authorities?
- A) Spousal abuse
 - B) Animal bites
 - C) Cardiac arrest
 - D) Gunshot wounds
13. Which of the following statements regarding a “dedicated line” is correct?
- A) It is a frequency that is used exclusively by EMTs to communicate with one another in the field.
 - B) It is a constantly open line of communication that cannot be accessed by outside users.
 - C) It is a designated frequency on a portable radio that provides direct access to medical control.
 - D) It is a constantly open line of communication that is under exclusive control of a single user.
14. When relaying patient information via radio, communications should be:
- A) brief and easily understood.
 - B) coded and scripted.
 - C) spoken in a loud voice.
 - D) lengthy and complete.
15. You are transporting a 54-year-old male in respiratory arrest. An EMR is driving the ambulance as you and your partner are caring for the patient. Which of the following is the MOST logical way of notifying the hospital?
- A) Call the receiving hospital with your cell phone while providing patient care.
 - B) Have the driver contact dispatch and relay the patient information to the hospital.
 - C) Request that a police officer respond to the hospital to apprise the staff of your arrival.
 - D) Wait until you arrive at the hospital and then quickly apprise the staff of the situation.

16. When providing a patient report via radio, you should protect the patient's privacy by:
- A) using coded medical language.
 - B) not disclosing his or her name.
 - C) withholding medical history data.
 - D) refraining from objective statements.
17. You could be sued for _____ if your radio report to the hospital describes the patient in a manner that injures his or her reputation.
- A) libel
 - B) assault
 - C) slander
 - D) negligence
18. Medical control gives you an order that seems inappropriate for the patient's condition. After confirming that you heard the physician correctly, you should:
- A) carry out the order and then carefully document it on the run form.
 - B) advise the physician that the order is unclear and ask for clarification.
 - C) state that you will not carry out the order because it is inappropriate.
 - D) obtain consent from the patient and then carry out the order as usual.
19. You are caring for a 56-year-old male patient complaining of abdominal pain. Your service has recently switched to an electronic PCR system (ePCR). When completing the ePCR, it is important to be aware that:
- A) the ePCR is relatively unsecured and should not contain patient-specific information.
 - B) the ePCR does not contain the same level of information as the written version and your verbal report should be expanded.
 - C) the ePCR allows patient information to be transmitted directly to the receiving hospital's computers.
 - D) a written patient care record will need to be completed on arrival at the hospital.
20. You are providing care to a 61-year-old female complaining of chest pain that is cardiac in origin. Your service utilizes a multiplex communication system. You wish to transmit the patient's electrocardiogram to the hospital. In order to accomplish this, you must:
- A) send the electrocardiogram from the back of the ambulance.
 - B) be aware that only audio or data transmissions can be sent at any one time.
 - C) use the multiplex system to transmit the information .
 - D) wait until you reach the hospital to transmit the information.