

International Skin Beauty Academy

Chapter 6 Quiz · Office Safety

Student Name	Date	Score
_____	_____	_____

Section 1 | True / False (22 points)

Directions: Circle True or False for each statement.

#	STATEMENT	TRUE	FALSE	HINT
1	The federal government now requires that all clinical laboratories that test human specimens must be controlled.	True	False	p. 144
2	Customer service consists of gathering and evaluating information about the services provided (as well as the results achieved) and comparing this information with an accepted standard.	True	False	p. 142
3	Whenever any accident, injury, or unusual occurrence takes place, a written incident report must be completed.	True	False	p. 139
4	Ergonomics applies scientific information and data regarding human body mechanics to the design of objects and overall environments for human use.	True	False	p. 136
5	Housekeeping personnel should empty biohazardous waste.	True	False	p. 135
6	OSHA standards must be adhered to by every employee who has the possibility of occupational exposure to potentially infectious materials.	True	False	p. 133
7	Safety is the responsibility of every member of the staff.	True	False	p. 132
8	The Occupational Safety and Health Administration (OSHA) is a government agency responsible for the safety of all employees of companies operating throughout the world.	True	False	p. 124
9	A safety data sheet (SDS) offers basic information needed to ensure the safety and health of individuals exposed to a potentially hazardous product.	True	False	p. 130
10	Each office should have an Occupational Safety and Health Administration (OSHA) compliance officer who is trained and aware of all the required controls for the use and storage of hazardous materials.	True	False	p. 130
11	Many medical offices have adopted the acronym RACE to help employees remember what they should do in the event of a fire.	True	False	p. 128
12	The Occupational Safety and Health Administration (OSHA) requires a record for each employee to be kept on file for three years after the termination of employment.	True	False	p. 133
13	The OSHA Hazard Communication Standard (HCS) requires that employers disclose the existence of toxic and hazardous substances in the workplace.	True	False	p. 129
14	The Occupational Safety and Health Administration (OSHA) eliminated the ergonomics section of the regulations for medical facilities, but that does not mean they are not important to the well-being and productivity of employees.	True	False	p. 136
15	Eyewash stations should be checked annually to ensure that they are working properly.	True	False	p. 135
16	During a fire emergency, it is acceptable for a medical assistant to run inside the medical office to assist a patient to safety.	True	False	p. 128

#	STATEMENT	TRUE	FALSE	HINT
17	A medical assistant should never place food in a refrigerator containing laboratory specimens or refrigerated drugs.	True	False	p. 125
18	A medical assistant who is busy can wait until a more convenient time to clean up a spill.	True	False	p. 125
19	A medical office should notify the local police and the Drug Enforcement Administration (DEA) if controlled substances have been stolen from the office.	True	False	p. 125
20	A planned fire drill should occur at least every two years.	True	False	p. 128
21	The Occupational Safety and Health Administration's (OSHA) standards mandate that each at-risk employee must be offered the hepatitis B (HBV) vaccine series within the first 30 days of employment and at the expense of the employer.	True	False	p. 133
22	Evacuation plan guidelines should include a designation of what, if any, employees will remain after the evacuation alarm to shut down critical operations or perform other duties before evacuating.	True	False	p. 126

Section 2 | Multiple Choice (64 points)

Directions: Circle the letter of the single best answer for each question.

1. Which of the following is not a general safety measure?

- A) Use handrails when using stairways.
- B) File cabinets should be mounted against the walls to avoid accidental tipping when a heavy top drawer is open.
- C) Run, never walk, in a medical office. If an emergency situation occurs, move as quickly as possible.
- D) Open doors carefully to avoid injuring someone on the other side.

Hint: p. 125

2. Which of the following is NOT a guideline in handling a fire in a medical office?

- A) Rescue employees and patients from the fire area.
- B) Alert by calling 911 immediately.
- C) Confine the fire by closing doors and windows.
- D) Use the elevator and never the stairs to allow for a quicker exit.

Hint: p. 128

3. A fire safety plan like RACE saves lives. Which of the following is not one of the components of RACE?

- A) Rescue
- B) Alert
- C) Confine
- D) Exit

Hint: p. 128

4. Which of the following is not one of the four major types of medical waste?

- A) Solid
- B) Liquid
- C) Chemical
- D) Radioactive

Hint: p. 132

5. An employee who refuses the hepatitis B vaccine _____.

- A) must sign a waiver
- B) cannot work with patients
- C) must have a note from the doctor
- D) cannot work as an administrative employee

Hint: p. 133

6. Which of the following is not a personal protective equipment (PPE) recommendation issued by the U.S. Centers for Disease Control and Prevention (CDC)?

- A) Gloves
- B) Respirator
- C) Mask
- D) Eye/face shield

Hint: p. 133

7. Which is not a guideline for using personal protection equipment (PPE) and clothing from OSHA?

- A) The employee is responsible for supplying, cleaning, and disposing of the PPE.
- B) The clothing or other equipment must be strong enough to act as a barrier to infectious materials reaching the employee's street clothing, work clothing, eyes, mouth, or skin.
- C) Disposable gloves may not be reused.
- D) All equipment and clothing must be removed and placed in a designated container before leaving the medical office.

Hint: p. 134

8. Which is not one of the principles of proper body mechanics for stooping?

- A) Use the large leg muscles to assist in returning to a standing position.
- B) Do not bend from your back.
- C) Stand a minimum of 6 to 8 inches from the object you are moving.
- D) Keep your feet 6 to 8 inches apart to create a base of support.

Hint: p. 138

9. Which of the following is not information included in most incident reports?

- A) Names of all persons involved
- B) Date and time of the incident
- C) Names of immediate relatives
- D) Names of all witnesses

Hint: p. 139

10. Which of the following is not one of the three divisions of laboratories in the Clinical Laboratories Improvement Amendment of 1988 (CLIA 1988)?

- A) Easy Testing
- B) Simple Testing
- C) Intermediate-Level Testing (Level II)
- D) Complex Testing (Level III)

Hint: p. 144

11. A _____ could be defined as any issue that could affect the health or safety of an employee either upon immediate exposure or in the long term.

- A) workplace poison
- B) workplace hazard
- C) workplace chemical
- D) workplace contaminant

Hint: p. 124

12. Portable fire extinguishers should be attached to walls in areas that are no more than _____ feet away from any employee area.

- A) 5
- B) 25
- C) 75
- D) 125

Hint: p. 127

13. Fire drills should be held at least once a _____ with all employees present.

- A) day
- B) week
- C) month
- D) year

Hint: p. 128

14. As soon as a fire is discovered, the most important action is to see that _____.

- A) the fire department is directed to the fire's location
- B) fire extinguishers are being used
- C) the fire does not spread
- D) all patients and employees are safely out of danger

Hint: p. 128

15. Each office should have an OSHA _____ who is trained and aware of all the required controls for the use and storage of harmful substances.

- A) -certified technician
- B) compliance officer
- C) official inspector
- D) registered officer

Hint: p. 130

16. _____ applies scientific information and data regarding human body mechanics to the design of objects and overall environments for human use.

- A) Ergonomics
- B) Economics
- C) Ecology
- D) Body mechanics

Hint: p. 136

17. A(n) _____ report is filled out whenever any accident, injury, or unusual occurrence takes place.

- A) medical
- B) official
- C) accident
- D) incident

Hint: p. 139

18. The _____ evaluates the quality of health plans in order to help consumers and employers make more informed decisions about their health care.

- A) National Consumer Board for Quality Health Assurance
- B) National Order for Consumers
- C) National Quality Health Board
- D) National Committee for Quality Assurance

Hint: p. 144

19. _____ are biological substances, such as medical waste and virus or bacteria samples, that pose a threat to human beings and are potentially infectious.

- A) Paramecia
- B) Cilia
- C) Biohazards
- D) Bacilli

Hint: p. 129

20. _____ is concerned with any workplace hazard that may impact the safety of an employee.

- A) OAHS
- B) OSHA
- C) OASH
- D) AHSO

Hint: p. 124

21. _____ is the coordination of body alignment, balance, and movement.

- A) Body mechanics
- B) Chiropractic
- C) Ergonomic motion
- D) Posture

Hint: p. 136

22. The ultimate goal of a formal _____ is to improve the quality of care so that there is no difference between what should be done and what is actually being done.

- A) quality control system
- B) training program
- C) quality assurance program
- D) quality training assurance system

Hint: p. 143

23. Which of the following would not be an issue reviewed by a quality assurance committee in a physician's office?

- A) Disallowed insurance claims
- B) Errors in dispensing medications
- C) Net patient profitability
- D) Errors in labeling of laboratory specimens

Hint: p. 143

24. The basic components of a quality assurance program include all of the following, except _____.

- A) establishing a quality assurance committee
- B) reviewing all clinical and administrative services and procedures
- C) limiting the number of issues
- D) establishing a base rate of pay for new hires

Hint: p. 142–143

25. Which of the following is not one of the principles of proper body mechanics when lifting a heavy object?

- A) Rest frequently.
- B) Lift firmly and smoothly.
- C) Grasp the load by using the large leg muscles.
- D) Keep the object close to the body.

Hint: p. 138

26. Which of the following is not one of the principles of proper body mechanics when pulling or pushing a load?

- A) Keep feet together.
- B) Keep the back straight.
- C) Keep close to the object you are moving.
- D) Keep feet apart.

Hint: p. 138

27. Which of the following does not fall under the guidelines for housekeeping procedures from OSHA?

- A) Never pick up broken glass with your hands.
- B) Replace sharps containers when they are completely full.
- C) Properly bag contaminated clothing and laundry in leak-proof labeled bags.
- D) Perform hand hygiene both before and after using gloves.

Hint: p. 137

28. Which of the following is the medical assistant's role in quality assurance?

- A) Bring patient complaints to the attention of the physician.
- B) Check the lab test performed in the office.
- C) Perform telephone follow-up regarding a patient's condition and progress.
- D) All of the above

Hint: p. 144

29. To prepare for a situation in which infectious material has been spilled, a simple kit can be assembled with all of the following, except _____.

- A) plain clay kitty litter
- B) plain dry dog food
- C) a small dustpan
- D) a biohazard bag

Hint: p. 135

30. An exposure control plan must include all of the following, except _____.

- A) pre-exposure
- B) exposure determination
- C) method of compliance
- D) post-exposure

Hint: p. 133

31. OSHA requires that each medical office have a written Exposure Control Plan to assist in minimizing employee exposure to infectious materials. This plan must be reviewed by all office staff and updated _____.

- A) weekly
- B) monthly
- C) every year
- D) every two years

Hint: p. 133

32. Being prepared for a fire emergency would include all of the following, except _____.

- A) prominently displaying telephone numbers of fire and police departments
- B) properly maintaining fire extinguishers that have been used
- C) exits and stairways that are clearly marked and free of debris
- D) opening windows on the east side of the building if a fire breaks out

Hint: p. 129

33. As a general safety measure, it is recommended that shoes should _____.

- A) have high heels
- B) have ties or buckles
- C) have plastic soles
- D) cover the entire foot

Hint: p. 125

34. Which of the following statements about controlled substances is not true?

- A) They must be stored in a locked cabinet.
- B) Any losses must be reported to OSHA immediately.
- C) Any losses must be reported to the DEA immediately.
- D) The local police should be notified.

Hint: p. 125

35. Which statement is incorrect?

- A) Electrical shock is not a hazard in the medical office.
- B) Extension cords should never be used in a medical office.
- C) A surge protector must never be plugged into another surge protector.
- D) Surge protectors should be used for all electronic equipment.

Hint: p. 129

36. Ergonomic workplace guidelines include all of the following, except _____.

- A) keeping computer monitors above eye level
- B) providing chairs with lumbar support
- C) limiting repetitive motions
- D) using wrist rests and mouse rests

Hint: p. 136

37. The _____ has very specific regulations regarding chemical hazards.

- A) Drug Enforcement Administration
- B) Federal Drug Administration
- C) Centers for Disease Control
- D) Occupational Safety and Health Administration

Hint: p. 129

38. Which type of medical waste includes blood and blood products?

- A) Solid
- B) Chemical
- C) Radioactive
- D) Infectious

Hint: p. 132

39. Which type of waste includes germicides, cleaning solvents, and pharmaceuticals?

- A) Solid
- B) Chemical
- C) Radioactive
- D) Infectious

Hint: p. 132

40. Which type of waste is generated in many areas of medicine, including patient rooms and surgery suites?

- A) Solid
- B) Chemical
- C) Radioactive
- D) Infectious

Hint: p. 132

41. _____ must follow the OSHA regulations for handling contaminated materials.

- A) Laboratory technicians
- B) Patients
- C) Administrators
- D) Medical offices

Hint: p. 133

42. Which statement regarding incident reports is not true?

- A) Reports must be completed immediately.
- B) Only black ink should be used in reports.
- C) The incident should be described as simply as possible, stating facts.
- D) Completed reports should include subjective comments.

Hint: p. 139

43. According to _____, all blood and body fluids should be treated as if they were contaminated with any bloodborne pathogen.

- A) the Department of Labor
- B) the office rules
- C) standard precautions
- D) occupational exposure experts

Hint: p. 133

44. Cat litter can be used as a _____ agent to allow sweep-up of infectious material without spreading it.

- A) wetting
- B) drying
- C) cleaning
- D) disinfecting

Hint: p. 135

45. Which of the following is not true?

- A) PPE should be worn when responding to a spill.
- B) All infectious material should be removed from a damaged bag.
- C) All surfaces must be decontaminated.
- D) Broken glass should never be picked up.

Hint: p. 137

46. Before biohazardous waste is placed in a designated landfill, it is _____ by a licensed waste disposal service.

- A) autoclaved
- B) incinerated
- C) sanitized
- D) autoclaved or incinerated

Hint: p. 137

47. Puncture-proof, sealable, biohazard sharps containers are used for all of the following, except _____.

- A) needles
- B) plastic probes
- C) razors
- D) glass pipettes

Hint: p. 137

48. A medical assistant would not complete an incident report for which of the following incidents?

- A) A patient falls on a wet floor.
- B) A patient has an allergic reaction to a prescribed medication.
- C) An employee's purse is missing.
- D) A prescription pad is missing.

Hint: p. 137, 139

49. Lighting in medical offices should always be _____.

- A) fluorescent
- B) as bright as possible
- C) appropriate for the task
- D) incandescent

Hint: p. 136

50. Which incident should be reported to the police?

- A) A prescription pad is discovered missing.
- B) A patient slips and falls on the wet floor.
- C) A patient overhears a confidential discussion about another patient.
- D) A medical assistant receives a needle stick.

Hint: p. 139

51. Basing a patient's treatment on skillful use of technology and the health professional's use of accepted principles of medical science is one of the American Medical Association's Eight Essentials of _____.

- A) Universal Precaution
- B) Quality Care
- C) Ergonomics
- D) Safety Assurance

Hint: p. 142

52. Contaminated surfaces should be cleaned with a(n) _____.

- A) ammonia solution
- B) 1:10 bleach/water solution
- C) solution of plain soap
- D) 10:1 bleach/water solution

Hint: p. 137

53. When using gloves, when should a medical assistant perform hand hygiene?

- A) Before using gloves
- B) After using gloves
- C) Both before and after using gloves
- D) Hand hygiene isn't necessary when using gloves.

Hint: p. 137

54. When should a medical assistant wear a face shield?

- A) Routinely as a part of PPE
- B) Whenever possible spray with infectious materials is anticipated
- C) If gross contamination of clothing during a procedure is expected
- D) If contact with an open wound is expected

Hint: p. 133, 134

55. How much hazardous medical waste do hospitals, medical offices, and other health care facilities generate annually?

- A) Several million tons
- B) One million tons
- C) Three thousand tons
- D) One billion tons

Hint: p. 132

56. Which type of medical waste is not always hazardous?

- A) Solid
- B) Chemical
- C) Radioactive
- D) Infectious

Hint: p. 132

57. All of the following are examples of ways to minimize electrical hazards, except _____.

- A) using a ground fault circuit interrupter in wet areas
- B) using extension cords whenever possible
- C) using surge protectors for all electronic equipment
- D) checking electrical cords for cracks or other problems

Hint: p. 129

58. Which is not an example of a general safety measure?

- A) Report all unsafe conditions immediately.
- B) Mount file cabinets against a wall.
- C) Use handrails when on stairways.
- D) Keep floors clear and highly polished.

Hint: p. 125

59. _____ signs positively promote safety but do not indicate danger, for example, a first aid kit.

- A) Red
- B) Blue
- C) Yellow
- D) Green

Hint: p. 131

60. Signs in the shape of a _____ provide prohibitions and instructions.

- A) triangle
- B) circle
- C) square
- D) rectangle

Hint: p. 131

61. Triangular signs are _____.

- A) prohibitions
- B) informational
- C) warnings
- D) emergencies

Hint: p. 131

62. Iodine 123 is an example of _____ waste.

- A) chemical
- B) radioactive
- C) biological
- D) solid

Hint: p. 132

63. _____ are considered biological waste.

- A) Paper towels
- B) Lab cultures
- C) Solvents
- D) All of the above

Hint: p. 132

64. An evacuation plan should include _____.

- A) specific procedures for high-rise buildings
- B) a clear chain of command regarding who will order an evacuation
- C) specific procedures including routes and exits
- D) all of the above

Hint: p. 126