

# *Medical Technology*

*NHA-Phlebotomy  
NHA's Certified Phlebotomy Technician Examination*

**Questions And Answers PDF Format:**

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*Version = Product*



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# Latest Version: 6.0

## Question: 1

If blood must be drawn from an arm with an IV in place, the phlebotomist should \_\_\_\_\_.

- A. turn off the IV and wait at least 2 minutes before attempting venipuncture
- B. ask the nurse to turn off the IV and wait 2 minutes before attempting venipuncture
- C. place a tourniquet proximal to the IV and carry out venipuncture distal to the IV
- D. place a tourniquet proximal to the IV and carry out venipuncture proximal to the IV

**Answer: B**

Explanation:

If blood must be drawn from an arm with an IV in place, the phlebotomist should ask the nurse to turn off the IV and then wait at least 2 minutes before attempting venipuncture to decrease the dilution of the blood. The phlebotomist is not allowed to adjust or stop the flow of an IV. A tourniquet must be applied, and the venipuncture is carried out distal to the IV. The phlebotomist should record the type of fluid and medication (if applicable) in the IV. The phlebotomist must notify the nurse that the venipuncture is complete and the IV needs to be restarted.

## Question: 2

The closure cap of the collection tube that contains sodium citrate is \_\_\_\_\_.

- A. gray
- B. lavender
- C. green
- D. light blue

**Answer: D**

Explanation:

The closure cap of the collection tube that contains sodium citrate is light blue. Sodium citrate is an anticoagulant, and the cap color is color-coded so the phlebotomist can easily identify the correct tube. The blue-capped tube is utilized when conducting anticoagulant tests (PT, PTT, TT, and coagulation factors) on plasma because the anticoagulant prevents coagulation from occurring before the specimen is processed. It's important to fill the blue-capped evacuated tubes to capacity or else the results may be inaccurate.

## Question: 3

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If the phlebotomist observes another worker placing needles and syringes into a personal bag before leaving work, the best response is to\_\_\_\_\_.

- A. confront the worker
- B. remain quiet
- C. call the police
- D. notify a supervisor

**Answer: D**

Explanation:

If the phlebotomist observes another worker placing needles and syringes into a personal bag before leaving work, the best response is to notify a supervisor as soon as possible, describing in detail the observation. Confronting another person who is doing an illegal or unethical act may precipitate a violent response. Most organizations have established protocols for dealing with theft, and the supervisor should determine whether or not the police should be called.

### Question: 4

The preferred capillary puncture site for adults and children older than 1 year of age is the\_\_\_\_\_.

- A. lateral heel
- B. distal segment of the no dominant third or fourth finger
- C. distal segment of the dominant third or fourth finger
- D. earlobe

**Answer: B**

Explanation:

The preferred capillary puncture site for adults and children older than 1 year of age is the distal segment of the no dominant third or fourth finger (palmer surface). The no dominant hand tends to be less calloused than the dominant hand. The tip of the finger should be avoided, and the puncture should be made perpendicular to whorls. Capillary blood should not be obtained on the same side as a prior mastectomy without written permission of the physician.

### Question: 5

The chain of custody for a blood specimen, such as one for drug testing, begins with the\_\_\_\_\_.

- A. order
- B. initial patient contact
- C. transfer to the lab
- D. processing

**Answer: B**

Explanation:

The chain of custody for a blood specimen, such as one for drug testing, begins with the initial contact with the patient when the venipuncture is carried out. A chain of custody form or other record should be filled out and information is entered with each specimen transfer from the initial one until the final disposition. Each person involved must be identified and must sign or initialize the form/record, and each process carried out on the sample must be described. The sample must be stored in a secured and restricted storage site.

### Question: 6

Which of the following is a health hazard as opposed to a physical hazard?

- A. Compressed gas
- B. Combustible liquid
- C. Explosive material
- D. Corrosive chemical

**Answer: D**

Explanation:

A corrosive chemical is a health hazard as opposed to a physical hazard because contact with the chemical may result in health impairment, such as loss of tissue. Other health hazards include substances that are carcinogens (cancer), irritants (eye, skin irritation), dermatogens (birth defects), sensitizers (allergic response), and toxins (severe illness, death). Hazardous materials may be ingested orally, inhaled in fumes or aerosolized substances, or absorbed through the skin, eyes, or mucous membranes.

### Question: 7

A test request should include the following specific information about the patient:\_\_\_\_\_.

- A. name, identification (ID)/record number, gender, and date of birth
- B. name, date of birth, and address
- C. gender, ID/record number, indication for the test, and date of birth
- D. name, ID/record number, telephone number, and date of birth

**Answer: A**

Explanation:

A test request should include the following specific information about the patient:

- Name: First, middle, last
- Identification (ID)/Record number
- Gender: Male, female (typically the gender assigned at birth, but this may vary to include no binary or transgender)
- Date of birth

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In addition to information about the patient, the test request should include the name of the ordering health-care provider, the tests to be performed, the collection site (if appropriate), the date the collection is to be made, and any additional instructions that are necessary.

### Question: 8

Which one of the following billing codes is used for laboratory testing for inpatients?

- A. ICD-11.
- B. ICD-10-PCS.
- C. ICD-10-CM.
- D. CPT.

**Answer: B**

Explanation:

The billing code that is used for laboratory testing for inpatients is ICD-10-PCS (procedure coding system), which is used to report and bill procedures while patients are hospitalized. Outpatient procedures, on the other hand, are billed using Current Procedural Terminology (CPT) codes. ICD-11 is the code for diagnoses (replacing ICD-10-CM), but it cannot be used for billing purposes alone, although each test that is billed must contain the appropriate ICD-11 code as well for inpatients and outpatients.

### Question: 9

According to the ADA, to ensure accessibility to patients on crutches or in wheelchairs, at least one space next to the phlebotomy chair must have a minimum area of \_\_\_\_\_.

- A. 20 x 30 inches
- B. 30 x 48 inches
- C. 36 x 60 inches
- D. 48 x 72 inches

**Answer: B**

Explanation:

According to the Americans with Disabilities Act (ADA), to ensure accessibility to patients on crutches or in wheelchairs, at least one space next to the phlebotomy chair must have a minimum area of 30 x 48 inches. Space should be available for a wheelchair to turn 180°. There must be adequate space on either side of the phlebotomy chair for transfers to and from gurneys, wheelchairs, or stretchers, and both sides must allow access to the patient. A bariatric phlebotomy chair should be available for large patients.

### Question: 10

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If a patient is very angry and yells that the lab tests are a "waste of time," which of the following is the best initial response?

- A. Stay calm and listen
- B. Explain the purpose
- C. Leave the room
- D. Ask the patient to be civil

<b>Answer: A</b>
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Explanation:

If a patient is very angry and yells that the lab tests are a "waste of time," the best initial response is to stay calm and listen, allowing the patient to vent. Patients are often frustrated and frightened and in pain, and these factors may cause patients to lash out at those caring for them. Once the patient has expressed his feelings and calmed somewhat, then the phlebotomist should speak calmly, expressing empathy and using the patient's name to personalize the exchange.

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