Import Settings:

Base Settings: Brownstone Default

Information Field: Complexity

Information Field: Ahead

Information Field: Ahead

Information Field: Feedback

Information Field: Taxonomy

Information Field: Objective

Highest Answer Letter: D

Multiple Keywords in Same Paragraph: No

**Chapter: Communications - Communications - TBNK**

**Multiple Choice**

1. When providing patient care, it is MOST important that you maintain effective communication with:

A) the dispatcher.

B) bystanders.

C) medical control.

D) your partner.

Ans: D

Complexity: Easy

Ahead: Introduction

Subject: Communications

Pages: 134–135

Feedback: Introduction, pages 134–135

2. A backup communication system is especially critical when dealing with:

A) mass-casualty incidents.

B) motor vehicle collisions.

C) simultaneous EMS calls.

D) any critically injured patient.

Ans: A

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 143

Feedback: EMS Communication Systems, page 143

3. Notification of EMS usually occurs when:

A) EMTs contact an emergency medical dispatcher.

B) a bystander notifies the dispatcher via telephone.

C) a sick or injured patient presents to your EMS station.

D) law enforcement requests assistance via two-way radio.

Ans: B

Complexity: Easy

Ahead: Response to the Call for Emergency Medical Services

Subject: Communications

Page: 136

Feedback: Response to the Call for Emergency Medical Services, page 136

4. A \_\_\_\_\_\_\_\_\_\_\_\_\_ receives a weak signal and retransmits it at a higher power on another frequency.

A) repeater

B) base station

C) multiplex system

D) duplex system

Ans: A

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Pages: 140–141

Feedback: EMS Communication Systems, pages 140–141

5. The combination of two or more signals, which allows the paramedic to talk and transmit an ECG simultaneously on one frequency, is called a:

A) simplex system.

B) trunking system.

C) multiplex system.

D) half-duplex system.

Ans: C

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 140

Feedback: EMS Communication Systems, page 140

6. Under the instructions of a good EMD, a layperson should be able to:

A) obtain a blood pressure.

B) assess a patient's pupils.

C) immobilize a person's spine.

D) perform chest compressions.

Ans: D

Complexity: Easy

Ahead: Response to the Call for Emergency Medical Services

Subject: Communications

Page: 138

Feedback: Response to the Call for Emergency Medical Services, page 138

7. Which of the following statements regarding 12-lead ECG telemetry is correct?

A) Telemetry over UHF frequencies enables transmission and analysis of all 12 leads.

B) Telemetry has never proven to increase diagnosis times for patients with a cardiac event.

C) Most newer systems use facsimile technology to allow transmission of 12-lead ECGs.

D) A decoder is required to ensure that voice communication does not filter out the ECG.

Ans: C

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 143

Feedback: EMS Communication Systems, page 143

8. The term “frequency,” as it applies to radio communications, is MOST accurately defined as:

A) the number of oscillations per second of the carrier wave.

B) a predefined station designed for emergency use only.

C) a relatively long wavelength that produces audible sound.

D) the number of megahertz per cycle that the radio transmits.

Ans: A

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 139

Feedback: EMS Communication Systems, page 139

9. Compared to lower frequency bands, higher frequency bands:

A) are not regulated by the FCC.

B) generally have less interference.

C) have a longer transmission range.

D) are not effective for public safety use.

Ans: B

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 139

Feedback: EMS Communication Systems, page 139

10. The ability of multiple agencies or systems to share the same radio frequency is called:

A) a duplex.

B) trunking.

C) patching.

D) telemetry.

Ans: B

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 141

Feedback: EMS Communication Systems, page 141

11. Biotelemetry is MOST accurately defined as:

A) linking two frequencies together so that the paramedic and physician can converse directly.

B) a common radio frequency assigned to EMS by the Federal Communications Commission.

C) the ability of more than one public safety agency to share the same radio frequency during a crisis.

D) the capability to measure vital signs and ECG tracings and transmit them to a distant terminal.

Ans: D

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 143

Feedback: EMS Communication Systems, page 143

12. The use of telemetry to confirm cardiac rhythms before treatment:

A) is required in most modern EMS systems because a cardiologist must confirm the cardiac rhythm before treatment begins.

B) is not used for 12-lead ECG transmission because interference and artifact makes identification of a STEMI difficult.

C) is less common as most EMS systems rely on paramedics to assess the cardiac rhythm and make independent treatment decisions.

D) is no longer the standard of care because treatment algorithms exist that assist the paramedic in identifying the cardiac rhythm.

Ans: C

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 143

Feedback: EMS Communication Systems, page 143

13. At minimum, sending the 12-lead ECG of a patient with chest pain to the emergency department physician via telemetry would:

A) decrease the time from diagnosis to treatment.

B) enable the paramedic to begin treatment in the field.

C) decrease the likelihood of prehospital cardiac arrest.

D) allow the physician to choose the appropriate fibrinolytic.

Ans: A

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 143

Feedback: EMS Communication Systems, page 143

14. Cellular telephones are more advantageous than regular two-way radios because cellular telephones:

A) enable laypeople to call 9-1-1 for a minimal service charge.

B) incorporate GPS technology to help rescuers find the patient.

C) can transmit long distances with the use of a mobile antenna.

D) do not utilize computer technology and are less likely to fail.

Ans: B

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 142

Feedback: EMS Communication Systems, page 142

15. In order for the paramedic to talk and transmit an ECG simultaneously on one frequency, a \_\_\_\_\_\_\_\_\_\_ system is required.

A) duplex

B) simplex

C) low-band

D) multiplex

Ans: D

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 140

Feedback: EMS Communication Systems, page 140

16. Mobile transceivers:

A) do not require an externally-mounted antenna.

B) can have a line of sight range of up to 15 miles.

C. have transmission output power of less than 5 watts.

C) are hand-carried devices used for on-scene operations.

Ans: B

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 140

Feedback: EMS Communication Systems, page 140

17. A(n) \_\_\_\_\_\_\_\_\_\_ receives a weak signal and retransmits it at a higher power on another frequency.

A) duplex

B) simplex

C) repeater

D) encoder

Ans: C

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Pages: 140–141

Feedback: EMS Communication Systems, pages 140–141

18. In urban settings, radio dead spots MOST often occur in areas with:

A) a lot of trees.

B) bodies of water.

C) tall buildings.

D) high cell phone use.

Ans: C

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Page: 141

Feedback: EMS Communication Systems, page 141

19. Automatic crash notification (ACN) systems can provide all of the following information about a car crash, EXCEPT:

A) the geographic location of the crash.

B. the principle direction of force at the impact point.

C) the speed of the other vehicle at the time of the crash.

D) whether or not seatbelts were in use at the time of the crash.

Ans: B

Complexity: Moderate

Ahead: EMS Communication Systems

Subject: Communications

Page: 142

Feedback: EMS Communication Systems, page 142

20. When communicating medical information via radio, you should be:

A) thorough yet rapid.

B) comprehensive but brief.

C) as expeditious as possible.

D) simple, brief, and direct.

Ans: D

Complexity: Easy

Ahead: Communicating by Radio

Subject: Communications

Page: 144

Feedback: Communicating by Radio, page 144

21. The FIRST principle of communicating by radio is:

A) clarity.

B) accuracy.

C) calmness.

D) thoroughness.

Ans: A

Complexity: Easy

Ahead: Communicating by Radio

Subject: Communications

Pages: 144–145

Feedback: Communicating by Radio, pages 144–145

22. When transmitting information via radio, you should:

A) break long messages into 60-second segments.

B) use a normal conversational tone of voice.

C) speak with your voice slightly elevated.

D) keep your mouth 1 inch from the microphone.

Ans: B

Complexity: Easy

Ahead: Communicating by Radio

Subject: Communications

Page: 145

Feedback: Communicating by Radio, page 145

23. When transmitting data over the radio, you should NOT disclose the patient's:

A) vital signs.

B) chief complaint.

C) date of birth

D) age and sex.

Ans: C

Complexity: Easy

Ahead: Communicating by Radio

Subject: Communications

Page: 145

Feedback: Communicating by Radio, page 145

24. Which of the following words would be the MOST difficult to hear over the radio?

A) Yes

B) Negative

C) Affirmative

D) Received

Ans: A

Complexity: Easy

Ahead: Communicating by Radio

Subject: Communications

Pages: 145–146

Feedback: Communicating by Radio, pages 145–146

25. Which of the following is a drawback of using the ten-code system when communicating by radio?

A) They are difficult to hear over the radio.

B) They disclose too much information.

C) They do not convey accurate information.

D) The codes’ meanings vary by jurisdiction.

Ans: D

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Page: 146

Feedback: Communicating by Radio, page 146

26. The use of ten-codes over the radio:

A) should be carried out whenever possible to ensure effective communication.

B) is not recommended by the National Incident Management System (NIMS).

C) increases the likelihood of miscommunication during the radio transmission.

D) is prohibited by the Federal Communications Commission (FCC) and should be avoided.

Ans: B

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Page: 146

Feedback: Communicating by Radio, page 146

27. When relaying medical information to a physician in person, you should:

A) include information that you did not provide during your radio report.

B) provide a lengthy, detailed report that includes all patient information.

C) ensure that another physician or a nurse is present to avoid confusion.

D) routinely give your report at the patient's bedside so he or she can hear.

Ans: A

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Pages: 148–149

Feedback: Communicating by Radio, pages 148–149

28. Which of the following patient data is NOT typically communicated during your radio report to the hospital?

A) Brief, pertinent history

B) Underlying medical conditions

C) The patient's ethnicity

D) ECG findings

Ans: C

Complexity: Easy

Ahead: Communicating by Radio

Subject: Communications

Page: 148

Feedback: Communicating by Radio, page 148

29. When a caller requests EMS in an area that uses an enhanced 9-1-1 system:

A) the caller’s name and address are automatically displayed.

B) the caller’s GPS coordinates will display on the computer.

C) the fastest route to the scene will be displayed on the computer.

D) known hazards at or near the scene will by displayed on the computer.

Ans: A

Complexity: Moderate

Ahead: Response to the Call for Emergency Medical Services

Subject: Communications

Page: 137

Feedback: Response to the Call for Emergency Medical Services, page 137

30. Which of the following details is of LEAST importance for the EMD to obtain from the caller?

A) The exact location of the patient

B) An estimate of the situation's severity

C) The caller's telephone number

D) The patient's last known oral intake

Ans: D

Complexity: Easy

Ahead: Response to the Call for Emergency Medical Services

Subject: Communications

Pages: 136–137

Feedback: Response to the Call for Emergency Medical Services, pages 136–137

31. If the EMD suspects that your patient has a life-threatening emergency, the EMD should make you aware of the situation and then:

A) dispatch law enforcement to the scene.

B) give prearrival instructions to the caller.

C) ask the caller to put the patient on the phone.

D) obtain the caller's name and physical address.

Ans: B

Complexity: Moderate

Ahead: Response to the Call for Emergency Medical Services

Subject: Communications

Pages: 137–138

Feedback: Response to the Call for Emergency Medical Services, pages 137–138

32. Before you begin to transmit over the radio, you should check the volume and then:

A) press the transmit key for 1 second before talking.

B) listen to make sure that the channel is clear of traffic.

C) turn the squelch setting to zero to ensure a good signal.

D) key the microphone two or three times to reach the repeater.

Ans: B

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Pages: 144–145

Feedback: Communicating by Radio, pages 144–145

33. Using the International Radiotelephony Phonetic Alphabet, how should you spell Dr. “Wilson”?

A) WHISKEY-INDIA-LIMA-SIERRA-OSCAR-NOVEMBER

B) WHISKEY-IDA-LIMA-SAM-OSCAR-NANCY

C) WILLIAM-INDIA-LINCOLN-SIERRA-OCEAN-NOVEMBER

D) WILLIAM-IDA-LINCOLN-SAM-OCEAN-NANCY

Ans: A

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Page: 145

Feedback: Communicating by Radio, page 145

34. Repeating the key parts of a patient's responses to your questions demonstrates:

A) sympathy.

B) active listening.

C) passive communication.

D) an exchange of information.

Ans: B

Complexity: Easy

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

35. When relaying critical information using the situation, background, assessment, and recommendation (SBAR) technique, which component would address the question, “What got us to this point?”

A) Situation

B) Background

C) Assessment

D) Recommendation

Ans: B

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Page: 150

Feedback: Communicating by Radio, page 150

36. If a patient is reluctant to communicate because he or she feels threatened, the paramedic should:

A) keep his or her hands to the side and move slowly.

B) cross his or her arms and take five steps backward.

C) cautiously approach the patient with palms facing out.

D) maintain a closed posture as this will convey authority.

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

37. Paramedics respond to a dimly lit bar for a woman with chest pain. The jukebox is playing and several patrons are present. What should they do?

A) Move the patient to the restroom and begin their assessment.

B) Assess the patient only after moving her to the ambulance.

C) Order the patrons to leave the scene and begin their assessment.

D) Ask the bartender to turn on the lights and turn off the music.

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

38. If you want reliable answers to personal questions, you should:

A) tell the patient that his or her responses to your questions are confidential.

B) manage the scene so you can ask such questions quietly and privately.

C) request law enforcement presence when asking a personal question.

D) tell the patient that personal questions are a routine part of your exam.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

39. The process of formulating the words or ideas to be sent and formatting the information for transmission is called:

A) encoding.

B) decoding.

C) biotelemetry.

D) interoperability.

Ans: A

Complexity: Easy

Ahead: Introduction

Subject: Communications

Page: 135

Feedback: Introduction, page 135

40. The use of specialized computer terminals and networks that permit secure two-way transmission of sound, video, ECG tracings, and other diagnostic data is called:

A) trunking.

B) telemetry.

C) telemedicine.

D) interoperability.

Ans: C

Complexity: Easy

Ahead: EMS Communication Systems

Subject: Communications

Pages: 143–144

Feedback: EMS Communication Systems, pages 143–144

41. Which of the following actions demonstrates that the paramedic has his or her emotions under control?

A) Taking notes while repeating some of the patient's statements back to him or her

B) Obtaining the patient's medical history while administering emergency treatment

C) Speaking close to the patient's ear in a calm voice in an extremely noisy situation

D) Frequently reassuring a seriously injured patient that everything will be okay

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

42. If a patient is reluctant to share personal information with you, you should:

A) explain why you need his or her name and date of birth.

B) advise the patient that treatment cannot begin without it.

C) ask a law enforcement officer to obtain the information.

D) defer all questions and simply transport to the hospital.

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

43. What is the purpose of a universal timeout?

A) It allows time for all providers to silently review important aspects of a procedure with minimal distraction.

B) It enables the paramedic to contact medical control and request permission to perform a high-risk procedure.

C) It enables the paramedic in charge to do his or her job by ensuring that all other personnel at the scene remain silent.

D) It allows the paramedic to provide better care by removing all bystanders and unnecessary personnel from the scene.

Ans: A

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Page: 147

Feedback: Communicating by Radio, page 147

44. Maintaining eye contact with a patient enables the paramedic to:

A) rapidly gain any patient's trust.

B) defuse a potentially violent situation.

C) relay the seriousness of the situation.

D) evaluate the patient's neurologic status.

Ans: D

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

45. What is the benefit of communicating over an assigned tactical channel?

A) It ensures that communication is only with law enforcement.

B) It leaves the main dispatch channel open for other radio traffic.

C) It enables you to transmit personally identifiable information.

D) It ensures that no outside party can monitor your communication.

Ans: B

Complexity: Moderate

Ahead: Communicating by Radio

Subject: Communications

Page: 147

Feedback: Communicating by Radio, page 147

46. Which of the following questions is the MOST effective when inquiring about a patient's chest pain?

A) “Is the pain sharp or dull?”

B) “Does the pain feel more like pressure?”

C) “Can you describe the pain to me?”

D) “Does the pain radiate to your arm?”

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 152

Feedback: Therapeutic Communication, page 152

47. It is important to remember that if a patient is not personally sensitive to modesty because of an impaired mental state:

A) this will not influence your care.

B) the patient's family likely will be.

C) then he or she will not care about your treatment.

D) protecting his or her privacy is of lesser concern.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Pages: 151–152

Feedback: Therapeutic Communication, pages 151–152

48. The purpose of a closed-ended question is to:

A) elicit a specific response from the patient.

B) enable the paramedic to gauge the patient's mentation.

C) obtain reliable information about a patient's complaint.

D) allow the patient to describe what he or she is feeling.

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 152

Feedback: Therapeutic Communication, page 152

49. Which of the following questions would be appropriate to ask a patient who has no medical training?

A) “Do you have any breathing or heart problems?”

B) “Have you ever experienced a syncopal episode?”

C) “Do you have any endocrine-related illnesses?”

D) “Have you ever had an acute myocardial infarction?”

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 152

Feedback: Therapeutic Communication, page 152

50. Which of the following is an example of a closed-ended question?

A) “How did you feel when you awoke today?”

B) “Can you tell me how this all started?”

C) “Can you describe the pain you are feeling?”

D) “Does the pain radiate to your arm or jaw?”

Ans: D

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 152

Feedback: Therapeutic Communication, page 152

51. It would be appropriate to ask a patient a closed-ended question when:

A) the question requires the patient to think.

B) you are using complex medical terminology.

C) you are trying to obtain medical history information.

D) you are attempting to establish the quality of a patient's pain.

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 152

Feedback: Therapeutic Communication, page 152

52. When asking a man a question about his chest pain, he responds in a disorganized manner. What should you do?

A) Proceed under the assumption that he is impaired by drugs or alcohol.

B) Defer that particular question until the patient is delivered to the hospital.

C) Put his response into simpler terms and asks if he agrees with your synopsis.

D) Rephrase your question using medical terminology to elicit a reliable response.

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 154

Feedback: Therapeutic Communication, page 154

53. If a patient avoids answering a specific question, you should:

A) conclude that the patient is trying to hide something.

B) redirect him or her to the question to elicit a response.

C) document that the patient did not answer the question.

D) avoid repeating the question as this may upset the patient.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 153

Feedback: Therapeutic Communication, page 153

54. Which of the following statements conveys empathy?

A) “I understand how difficult this must be. I’m here to help you.”

B) “I understand exactly how you feel. In time, this will work out.”

C) “Based on my assessment, I think you may be having a heart attack.”

D) “So if I understand you correctly, you say that you want to kill yourself.”

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 153

Feedback: Therapeutic Communication, page 153

55. If a patient asks for your advice regarding a treatment decision that his or her physician made, you should:

A) only give advice if you disagree with the physician.

B) give your opinion, but state that you are not a physician.

C) obtain specific information about the physician's decision.

D) advise the patient to consult with his or her physician.

Ans: D

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 154

Feedback: Therapeutic Communication, page 154

56. If the wife of a critically ill man asks you if her husband is going to die, the MOST appropriate response should be:

A) “The situation appears grim, but you should not lose all hope.”

B) “It is possible, and you should prepare yourself for the worst.”

C) “That question is best answered by the physician at the hospital.”

D) “He is very sick, but we are doing everything we can to help him.”

Ans: D

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 154

Feedback: Therapeutic Communication, page 154

57. If a patient provides an inappropriate response to a paramedic's question, it should be assumed that the patient:

A) is frightened by the situation.

B) does not wish to communicate.

C) has impaired cerebral function.

D) is not willing to cooperate.

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

58. A patient states, “I can't catch my breath,” and the paramedic responds, “You say you can't catch your breath, ma'am'?” This is an example of:

A) facilitation.

B) reflection.

C) confrontation.

D) interpretation.

Ans: B

Complexity: Easy

Ahead: Therapeutic Communication

Subject: Communications

Pages: 152–153

Feedback: Therapeutic Communication, pages 152–153

59. Sitting a chair next to a patient when conducting your interview promotes:

A) trust.

B) empathy.

C) authority.

D) professionalism.

Ans: A

Complexity: Easy

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

60. When touching a patient as a form of reassurance, the paramedic should:

A) touch the patient on a neutral part of his or her body.

B) touch the patient in the center of the chest or on the thigh.

C) remember that most patients take offense to being touched.

D) not touch the patient if he or she leans toward the paramedic.

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 154

Feedback: Therapeutic Communication, page 154

61. An elderly man states that he is sad and depressed because his wife recently died of cancer. Which of the following statements from the paramedic demonstrates empathy?

A) “I understand why you are sad, and I am sad for you. Is there anything I can do to make you feel better?”

B) “I'm sorry to hear about your wife, but you should take comfort in the fact that she is in a better place.”

C) “I'm sorry, sir. I don't know how I would feel in your situation, but I am sure it would be similar.”

D) “Your wife's death is very tragic, but perhaps going to the hospital will provide you with some relief.”

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 153

Feedback: Therapeutic Communication, page 153

62. Statements such as, “Please say more,” or, “Please feel welcome to tell me about that,” are examples of:

A) reflection.

B) clarification.

C) sympathy.

D) facilitation.

Ans: D

Complexity: Easy

Ahead: Therapeutic Communication

Subject: Communications

Page: 153

Feedback: Therapeutic Communication, page 153

63. After asking a patient a question about how she is feeling today, you sense that she is having difficulty putting her feelings into words. You should:

A) ask another question and revisit the previous question later.

B) be patient and give the patient time to express her feelings.

C) repeat the question, but ask it differently the second time.

D) offer suggested responses to facilitate the patient's answer.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 153

Feedback: Therapeutic Communication, page 153

64. If a patient mentions something in passing or avoids answering a specific question, you should:

A) assume that he or she is intentionally hiding something.

B) politely redirect his or her attention to that question.

C) ask the patient why he or she did not provide an answer.

D) defer the question and continue with your interview.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 153

Feedback: Therapeutic Communication, page 153

65. If a patient is unable to tell you who he or she is, where he or she is, and what day of the week it is:

A) you should suspect decreased blood flow to the brain.

B) he or she is most likely scared and unable to remember.

C) he or she likely has an intracerebral hemorrhage or lesion.

D) you should ask him or her questions that require more thought.

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 151

Feedback: Therapeutic Communication, page 151

66. Stereotyping an elderly, very young, or hostile patient during your attempt to communicate with him or her:

A) yields relatively accurate information.

B) is proper under certain circumstances.

C) works against effective communication.

D) is an effective means of communicating.

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Pages: 154–155

Feedback: Therapeutic Communication, pages 154–155

67. Which of the following statements is an example of providing false reassurance?

A) “Your condition does not appear to be life threatening at the present time, but that could change.”

B) “I can see that you are obviously upset, but I will provide the best care possible to you.”

C) “I'm sure that you will be fine, but let us take you to the hospital just to be on the safe side.”

D) “I don't see any abnormalities on your ECG, but you should be evaluated by a physician.”

Ans: C

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 154

Feedback: Therapeutic Communication, page 154

68. If the paramedic is unable to defuse a hostile patient's anger, the paramedic should:

A) restrain the patient and transport at once.

B) administer Valium or Haldol for sedation.

C) obtain a signed refusal and depart the scene.

D) request law enforcement personnel at the scene.

Ans: D

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 155

Feedback: Therapeutic Communication, page 155

69. When communicating with older patients, it is MOST important to remember that:

A) many older patients lose the ability to understand simple terminology, thus requiring the paramedic to gear his or her questions accordingly.

B) their illnesses may be more complex because they may have more than one disease process and may be taking several medications concurrently.

C) the ability to hear and see is naturally impaired due to the process of aging, and the paramedic must accommodate these disabilities appropriately.

D) older patients are generally poor historians regarding their medical history, and the paramedic should interview a family member or friend instead.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

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Feedback: Therapeutic Communication, page 23

70. If a parent insists on monitoring your conversation with his or her adolescent son or daughter, you should:

A) suspect that the adolescent has been physically or emotionally abused and confront the parent.

B) communicate the situation to the emergency department physician and document it accurately.

C) refuse the parent's prerogative and move the patient to the ambulance to continue your conversation.

D) explain to the adolescent that he or she is a minor and that you cannot converse without parental presence.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 156

Feedback: Therapeutic Communication, page 156

71. When the paramedic encounters a patient who has difficulty communicating, he or she should:

A) enlist the help of a family member or primary caregiver.

B) try to use sign language when asking a specific question.

C) suspect that the patient may have a psychiatric condition.

D) transport the patient and advise the hospital of the situation.

Ans: A

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 156

Feedback: Therapeutic Communication, page 156

72. When communicating with a patient whose cultural background differs from the paramedic's, the paramedic should:

A) agree with the patient's cultural differences.

B) know the specifics about the patient's culture.

C) treat the patient with the utmost respect at all times.

D) use his or her own culture as the sole reference.

Ans: C

Complexity: Moderate

Ahead: Cross-Cultural Communication

Subject: Communications

Pages: 157–158

Feedback: Cross-Cultural Communication, pages 157–158

73. Which of the following is MOST indicative of a patient who is about to attack you?

A) Uncontrolled crying

B) Clenched facial muscles

C) Large physical body size

D) Disorganized speech

Ans: B

Complexity: Easy

Ahead: Therapeutic Communication

Subject: Communications

Page: 155

Feedback: Therapeutic Communication, page 155

74. Ethnocentrism is defined as the:

A) acknowledgement of one’s cultural practices.

B) study of different cultures and cultural practices.

C) standards to which a particular culture is held.

D) belief that one’s own culture is superior to others.

Ans: D

Complexity: Easy

Ahead: Cross-Cultural Communication

Subject: Communications

Page: 157

Feedback: Cross-Cultural Communication, page 157

75. Many \_\_\_\_\_\_\_\_\_ believe that touching the head may put their soul in jeopardy.

A) Thais

B) Asians

C) Muslims

D) Somalis

Ans: B

Complexity: Easy

Ahead: Cross-Cultural Communication

Subject: Communications

Page: 158

Feedback: Cross-Cultural Communication, page 158

76. Islamic and Hindu cultures avoid:

A) touching the head.

B) touching with the left hand.

C) clapping their hands together.

D) sitting with their legs crossed.

Ans: B

Complexity: Easy

Ahead: Cross-Cultural Communication

Subject: Communications

Page: 158

Feedback: Cross-Cultural Communication, page 158

77. When attempting to interview a potentially violent patient, you should:

A) use closed-ended questions to obtain his or her medical history.

B) ensure that you are positioned between the patient and the door.

C) avoid eye contact with the patient, as this may agitate him or her.

D) set “ground rules” regarding what you expect from him or her.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

Page: 155

Feedback: Therapeutic Communication, page 155

78. During the course of your interview, your patient begins making sexual innuendos to you. You should:

A) defer further questioning and simply transport the patient.

B) ensure that another paramedic or EMT is present at all times.

C) stop the interview until the patient's behavior is less aggressive.

D) ask a paramedic of the opposite sex to interview the patient.

Ans: B

Complexity: Moderate

Ahead: Therapeutic Communication

Subject: Communications

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Feedback: Therapeutic Communication, page 155