**CHAPTER REVIEW 3**

1. Verbal communication involves the use of spoken or written words or sound; also called oral communication. While Nonverbal communication is without using words, such as through gestures and facial expressions.
2. They end conversation.
3. Nursing assistant uses a meaningful message.
4. Nursing assistants keep messages short and simple
5. Recognize the resident and then introduce themselves.
6. 8:33pm + 12 = 2033
7. 1110
8. Lawyers or judges may look at medical charts for legal purposes.
9. Immediately and often.
10. Yes
11. Nurses must complete the MDS for each resident within 14 days of admission and again each year.
12. Smell, sight, hearing and touch.
13. An accident, problem, or unexpected event during the course of care.
14. As soon as possible
15. “Evergreen facility this is Vivian and I am a nursing assistant here. How can I help you?”.
16. Reporting observations and opinions regarding patient’s care.
17. While a patient is in the shower make their bed and clean their room.
18. S
19. O
20. S
21. O
22. O
23. B
24. B
25. C
26. D
27. D

**CHAPTER REVIEW 4**

1. Knock on the door, announce yourself, and greet the resident as soon as you enter the room. Do not touch the resident before you have identified yourself. Explain why you are there and what you plan to do.
2. She can the face of an imaginary clock as a guide to explain the position of the objects.
3. Light should be on the nursing assistants face.
4. Because even when people are unconscious, they may be able to hear what is going on around them. This why NAs should limit their discussion to appropriate subjects.
5. Writing notes, drawing pictures, using communication boards. Also watch for hand and eye signals.
6. Artificial airway is any tube inserted into the respiratory tract for the purpose of maintaining an airway and facilitating ventilation (exchange of air between lungs and the environment).
7. B
8. A
9. C
10. A
11. D
12. B
13. D
14. B
15. C
16. A