

Defib Academy Ch. 4 Workbook Homework

Total points 72/100 ?

Chapter 4 (Communications and Documentation) Workbook Homework

Email *

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✓ Hand-carried or handheld devices that operate at 1 to 5 watts: * 2/2

- ☐ Scanner
- ☒ Portable radio
- ☐ Base station
- ☐ Mobile radio



Full Name (first and last) *

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✓ Radio hardware containing a transmitter and receiver that is located in a fixed location: * 2/2

- ☐ Dedicated line
- ☒ Base station
- ☐ MED channels
- ☐ Scanner



✓ The narrative section of the PCR is arguably the most important portion. * 2/2

- 1. False
- 2. True



✓ Which of the following is an example of a closed-ended question? * 2/2

- ☐ What seems to be bothering you today?
- ☐ Can you describe the pain for me?
- ☒ Has this every happened before?
- ☐ What were you doing over the past few hours?



✗ Utilizes an interconnected series of repeater stations for communication: * 0/2

- ☐ Cellular telephone
- ☐ Dedicated line
- ☒ Portable radio
- ☐ Mobile radio



✓ Which of the following is FALSE with regard to simplex mode? * 2/2

- ☐ You must push a button to talk.
- ☒ It is called a "pair of frequencies."
- ☐ Radio transmissions can occur in either direction but not simultaneously in both.
- ☐ When one party transmits the other must wait to reply.



✓ VHF and UHF channels designated exclusively for EMS use: * 2/2

- ☐ Scanner
- ☐ Dedicated line
- ☒ MED channels
- ☐ Telemetry



✓ In regard to therapeutic communication techniques, what does the term *reflection* mean? *2/2

- ☐ Being sensitive to the patient's feeling and thoughts
- ☐ Providing factual information to support a conversation
- ☒ Restating a patient's statement made to you to confirm your understanding ✓
- ☐ Asking the patient to explain what he or she meant by an answer

✓ Instances in which you may be required to file special reports with appropriate authorities include all of the following EXCEPT: *2/2

- ☐ Dog bites
- ☐ Gunshot wounds
- ☒ Diabetic emergencies ✓
- ☐ Suspected physical, sexual, or substance abuse

✓ If a patient refuses care and transport, you do not need to complete a PCR. *2/2

- 1. False ✓
- 2. True



✗ Falsifying information on the PCR may result in suspension and/ or revocation of your certification or license.

*0/2

1. True

2. False

✗

✓ The transfer of care officially occurs during: *

2/2

- ☒ Your oral report at the hospital
- ☐ The radio report to the hospital while en route
- ☐ The documentation of the incident
- ☐ The restocking of the unit

✓

✓ An assigned frequency used to carry voice and/ or data communications: * 2/2

- ☒ Channel
- ☐ VHF
- ☐ UHF
- ☐ Scanner

✓



✓ Which of the following is a reason to contact medical control? * 2/2

- ☐ Discuss how to troubleshoot malfunctioning equipment
- ☒ Direct orders needed to administer certain treatments
- ☐ Notify the hospital of the patient's diet preference
- ☐ Advise the hospital of the patient's diet preference



✗ EMS systems that use repeaters are unable to get good signals from portable radios. *0/2

- 1. True
- 2. False



✓ Refusal of care is a common source of litigation in EMS. * 2/2

- 1. True
- 2. False



✓ A special base station radio that receives messages and signals on one frequency and then automatically retransmits them on a second frequency: *2/2

- ☐ Scanner
- ☐ Cellular telephone
- ☐ Mobile radio
- ☒ Repeater



✗ Digital signals are also used in some kinds of paging and tone-alerting systems because they transmit ____ and allow for more choices and flexibility. *0/2

- ☐ Faster
- ☐ Alphanumerically
- ☐ Numerically
- ☒ Encoded messages



✓ Radio receiver that searches across several frequencies until the message is completed: *2/2

- ☒ Scanner
- ☐ Repeater
- ☐ UHF
- ☐ VHF



✓ A vehicle-mounted device that operates at a lower power than a base station: *2/2

- ☐ Portable radio
- ☐ Scanner
- ☒ Mobile radio
- ☐ Repeater



✓ Children can easily see through lies or deception. 2/2

- 1. False
- 2. True



✓ Radio frequencies between 300 and 3,000 MHz: 2/2

- ☒ UHF
- ☐ Scanner
- ☐ Channel
- ☐ VHF



✓ Ethnocentrism occurs when you consider your own cultural values to be equal to those of others. *2/2

1. False



2. True

✓ Which of the following is NOT an FCC principal EMS-related responsibility? *2/2

- ☐ Establishing limitations for transmitter power output
- ☐ Monitoring radio operations
- ☐ Allocating specific radio frequencies for use by EMS providers
- ☒ Ensuring that all radios contain lithium batteries



✓ A trusting relationship built with your patient: * 2/2

- ☐ Dedicated line
- ☒ Rapport
- ☐ Repeater
- ☐ Channel



✓ Your PCR will reflect on you professionally and can be used as evidence in court. *2/2

1. True



2. False

✗ A two-way radio consists of two units: a transformer and a repeater. * 0/2

1. True



2. False

Feedback

You are an adult and are the only one allowed to discuss your academic history with any of the Defib staff. This includes dismissals and any pending prerequisites.

✓ The transmission range of a(n) _____ is more limited than that of mobile or base station radios. *2/2

☐ Cellular phone

☐ 800-Mhz radio

☒ Portable radio



☐ UHF radio



✗ Information given to the responding unit(s) should include all of the following EXCEPT: *0/2

- ☐ Responses by other public safety agencies
- ☒ The exact location of the incident
- ☐ The number of patients
- ☐ A list of all patient medications

✗

✓ When you encounter a patient who is angry, you should: * 2/2

- ☐ Threaten the patient
- ☒ Speak calmly and slowly
- ☐ Stare down the patient
- ☐ Assume an aggressive posture

✓

✓ Which of the following is NOT included in the patient care report (PCR) narrative? *2/2

- ☐ Assessment findings
- ☒ Opinions about the patient
- ☐ Time of events
- ☐ Care provided

✓



✗ What is your first step when initiating communication with a non-English-speaking patient? *0/2

- ☒ Wait on the scene for a translator to arrive. ✗
- ☐ Skip over obtaining a medical history and go to the secondary assessment.
- ☐ Speak louder to see if the patient can understand you.
- ☐ Find out how much English the patient can speak.

✗ The patient report commonly includes all of the following EXCEPT: *0/2

- ☐ The patient's age and gender
- ☐ A list of the patient's childhood illnesses
- ☒ Your estimated time of arrival ✗
- ☐ A brief history of the patient's current problem

✓ A process in which electronic signals are converted into coded, audible signals: *2/2

- ☐ UHF
- ☐ Repeater
- ☒ Telemetry ✓
- ☐ VHF



✗ When speaking on the radio, speak in plain English and avoid code words. *0/2

1. False



2. True

✓ A dedicated line, also known as a "hot line," is always open or under the control of the individuals at each end. *2/2

1. False

2. True



✓ When delivering a patient report, be sure that you report all patient information in a(n) ____ manner. *2/2

☐ Accelerated

☒ Objective

☐ Condescending

☐ Sarcastic



✓ In most areas, medical control is provided by the ____ who work at the receiving hospital. *2/2

- ☐ Nurses
- ☐ Interns
- ☐ Staff
- ☒ Physicians



✓ Speaking louder to a non-English-speaking patient will increase his or her ability to understand you. *2/2

1. False
2. True



✓ Pagers are commonly used in EMS operations to alert on- and off-duty personnel. *2/2

1. False
2. True



✓ One of the most fundamental aspects of what EMTs do is to ask questions. *2/2

1. True
2. False



✓ Which of the following is NOT helpful when attempting to effectively communicate with a hearing-impaired patient? *2/2

- ☒ Shouting
- ☐ Having paper and a pen available
- ☐ Speaking distinctly and at a normal pace
- ☐ Learning some simple phrases in sign language



✓ Noise is anything that dampens or obscures the true meaning of a message. *2/2

1. False
2. True



✓ Which of the following is TRUE when communicating with a child? * 2/2

- ☐ Avoid eye contact when speaking to a child.
- ☒ Calming the parents will often aid in calming the child.
- ☐ Children are rarely frightened by EMS providers.
- ☐ Children are easily fooled by lies and deception.



✗ When caring for a visually impaired patient, you should: *

0/2

- ☐ Never walk him or her to the ambulance
- ☒ Touch the patient only when necessary to render care
- ☐ Try to avoid sudden movements
- ☐ Use sign language

✗

✗ A special line or frequency used exclusively for point-to-point contact: *

0/2

- ☐ Dedicated line
- ☒ MED channels
- ☐ Portable radio
- ☐ Mobile radio

✗

✗ When is using a closed-ended question appropriate? *

0/2

- ☒ When about the medical history
- ☐ When you are trying to obtain details of an event
- ☐ When patients are trying to explain their pain
- ☐ When patients are unable to provide long answers

✗



✓ The two-way radio is at least two units: a transmitter and a receiver. * 2/2

1. True



2. False

✗ Medical control guides the treatment of patients in the system through all *0/2
of the following EXCEPT:

☐ Post-call review

☐ Hands-on care

☒ Direct orders



☐ Protocols

✗ Radio frequencies between 30 and 300 MHz: * 0/2

☐ MED channels

☒ UHF



☐ Channel

☐ VHF

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