

Defib Academy Ch. 4 Workbook Homework

Total points 90/100 ?

Chapter 4 (Communications and Documentation) Workbook Homework

Email *

travis.boettcher@gmail.com

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

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



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

1. False
2. True



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

1. True

2. False



✓ Radio frequencies between 30 and 300 MHz: * 2/2

☐ Channel

☐ MED channels

☐ UHF

☒ VHF



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

☐ VHF

☐ Scanner

☐ Channel

☒ UHF



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

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



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

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



✓ The transfer of care officially occurs during: * 2/2

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



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

2/2

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



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

1. True
2. False



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

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



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

- ☐ Direct orders
- ☐ Protocols
- ☐ Hands-on care
- ☒ Post-call review

✗

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

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

✓

✓ 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
- ☐ Advise the hospital of the patient's diet preference
- ☐ Notify the hospital of the patient's diet preference

✓



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

*2/2

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



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

2/2

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



✗ Hand-carried or handheld devices that operate at 1 to 5 watts: *

0/2

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



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

*2/2

- ☒ Objective
- ☐ Condescending
- ☐ Sarcastic
- ☐ Accelerated



✓ A trusting relationship built with your patient: *

2/2

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



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

0/2

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



Full Name (first and last) *

travis boettcher

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

1. False

2. True



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

☒ Scanner

☐ UHF

☐ Repeater

☐ VHF



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

☐ Providing factual information to support a conversation

☐ Asking the patient to explain what he or she meant by an answer

☐ Being sensitive to the patient's feeling and thoughts

☒ Restating a patient's statement made to you to confirm your understanding



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

2/2

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



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

*2/2

1. False
2. True



✓ Information given to the responding unit(s) should include all of the following EXCEPT:

*2/2

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



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

2/2

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



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

*2/2

1. True

2. False



✓ The patient report commonly includes all of the following EXCEPT: *

2/2

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



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

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



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

- 1. True
- 2. False



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

- 1. True
- 2. False



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

- 1. False
- 2. True



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

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



✗ 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

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



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

- ☐ UHF radio
- ☒ Portable radio
- ☐ 800-Mhz radio
- ☐ Cellular phone



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

1. False



2. True

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

☒ It is called a "pair of frequencies."



☐ You must push a button to talk.

☐ Radio transmissions can occur in either direction but not simultaneously in both.

☐ When one party transmits the other must wait to reply.

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

☐ Staff

☐ Interns

☒ Physicians



☐ Nurses



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

*2/2

1. True



2. False

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

*2/2

☐ Allocating specific radio frequencies for use by EMS providers

☒ Ensuring that all radios contain lithium batteries



☐ Establishing limitations for transmitter power output

☐ Monitoring radio operations

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

*2/2

☐ Scanner

☐ Portable radio

☐ Repeater

☒ Mobile radio



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

1. False



2. True

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

1. False

2. True



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

☒ Telemetry



☐ VHF

☐ UHF

☐ Repeater



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

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

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

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

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

- 1. True ✓
- 2. False



✓ A special line or frequency used exclusively for point-to-point contact: * 2/2

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



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