



## Hospital Information Quiz

1. The Vision Statement of Palms West Hospital is “Palms West Hospital seeks to be the premier hospital in Palm Beach County, providing quality healthcare and service to our patients using leading edge technology and systems.”
  - a) True
  - b) False
2. In the acronym SERVE, the letters stand for all but the following:
  - a) S Serving others first...everyway, everyday
  - b) V Value...effective use of time and resources, everyday
  - c) E Excitement...Assisting patients with true excitement
  - d) R Respect...everyone, everyday
3. The emergency number is:
  - a) 0
  - b) 4444
  - c) 4111
  - d) 798-3300
4. The code called for all medical emergencies that require a rapid physician response for infants and children is:
  - a) Code Blue
  - b) Code Adam
  - c) Code Blue “PALS”
  - d) Code Pink
5. The code which is called when a child is missing or abducted is:
  - a) Code Adam
  - b) Dr. Search
  - c) Code M
  - d) Code Pink
6. Students can locate policies and procedures in the Meditech email library also called:
  - a) MOX
  - b) Outlook
  - c) PWH Computer
  - d) Word
7. Confidential Information includes all of the following except:
  - a) Patient Financial Information
  - b) User ID
  - c) Passwords
  - d) Clinical Information

8. The Patient Right which states that they have 'the right to considerate, respectful care at all times and under all circumstances, with recognition of the individual's personal dignity' is:
  - a) Personal Safety
  - b) Communication
  - c) Respect and Dignity
  - d) Privacy and Confidentiality
  
9. It would be appropriate to release patient information to:
  - a) The patient's (non-attending) physician brother
  - b) The respiratory therapy personnel doing an ordered procedure
  - c) The transferring hospital's personnel checking on the patient
  - d) A retired physician who is a friend of the family
  
10. If an employee has medical testing at an HCA facility, the appropriate way for him or her to access the test results is:
  - a) Check the computer system for his or her own results
  - b) Get a fellow employee to access the results while looking over his or her shoulder
  - c) Call a friend in the department where the test was done to get the results for the employee
  - d) Complete the release of information form in HIM and receive a copy of the results
  
11. Identification badges or name tags are required for everyone except:
  - a) Patients
  - b) Visitors
  - c) Physicians
  - d) Employees
  
12. Students are authorized to park:
  - a) In the Southwest Employee Lot
  - b) In the parking lot north of the helipad located on the NE corner of the hospital.
  - c) In the spaces closest to the hospital for easy access
  - d) Anywhere there is a space
  
13. The regulatory agencies which we have to be compliant with include:
  - a) JCAHO – Joint Commission on the Accreditation of Healthcare Organizations
  - b) AHCA – Florida Agency for Health Care Administration
  - c) OSHA – Occupational Safety & Health Administration
  - d) All of the above
  
14. A \_\_\_\_\_ is required to be completed for every happening that is outside the usual, routine, normal, customary or ordinary activities of the facility by the end of the shift in which the event occurred.
  - a) Occurrence report
  - b) Sentinel event
  - c) Code 15
  - d) Reportable event

15. Gloves are required \_\_\_\_\_.
- when brushing your teeth
  - when driving in to work
  - when touching blood/body fluid, mucous membranes or non-intact skin of all patients
  - when eating lunch in the cafeteria
16. The recapping of needles is acceptable in certain circumstances – True or False?
- True
  - False
17. All linen is treated as infectious and is placed into \_\_\_\_\_ bags and sent to the laundry for processing.
- Blue
  - Red
  - Impermeable
  - White
18. Treat your back with care by doing all the following except:
- Get a firm footing; keep feet apart for a stable base.
  - Keep your back upright. This prevents the weight of your body being added to the load of lifting.
  - Remember to use mechanical help only in extreme circumstances.
  - Clear a pathway before moving an object from one place to another.
19. All electrical equipment brought into the hospital by employees, patients or visitors must be checked by the \_\_\_\_\_ Department.
- Environmental
  - Imaging
  - Bio Medical
  - Facilities Management
20. In the event of a power failure, all ventilators must be plugged in \_\_\_\_\_.
- safely, out of reach of the patient
  - to red emergency outlets
  - to emergency battery powered backpacks.
  - regular outlets which are working.
21. When answering the telephone, you should say \_\_\_\_\_.
- “Good morning, (Department). This is (name). How may I help you?”
  - “Hello, this is (name)”
  - “Palms West Hospital”
  - “(Department)”
22. If you have a problem or need conflict resolution, you can talk with or call:
- 911
  - A psychologist
  - Your immediate supervisor or director
  - No one; just keep it to yourself

# Hospital Information Quiz

## Answer Sheet

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
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16. \_\_\_\_\_
17. \_\_\_\_\_
18. \_\_\_\_\_
19. \_\_\_\_\_
20. \_\_\_\_\_
21. \_\_\_\_\_
22. \_\_\_\_\_

## Acknowledgement

Student Name \_\_\_\_\_

School Affiliation \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
Department Director/Supervisor Signature

Date \_\_\_\_\_

Signature acknowledges that any incorrect responses have been reviewed with me by my clinical instructor. Expected completion time should be no more than one hour. Actual completion time was \_\_\_\_\_.