

Mary Immaculate Hospital Volunteer Orientation Quiz

Name: _____

Date: _____

Status: (Please check one) Adult ___ Junior ___

This is a comprehensive quiz based on the orientation. Please fill in the blank or circle the correct answers. This test is not timed. You must score 80% in order to start volunteering.

Circle the correct answers.

1. What are Bon Secours values?
 - a) Respect, Growth, Leadership, Quality, Innovation, Justice, Integrity, Stewardship
 - b) Growth, Compassion, Stewardship, Innovation, Integrity, Justice, Respect, Quality
 - c) Love, Compassion, Respect, Integrity, Innovation, Stewardship, Growth, Quality

2. We are a for-profit organization.

True or False

3. It is important to actively listen and give eye contact when talking to our patients.

True or False

4. What is quiet hour?
-

5. If there is an emergency, what number do we dial?

- a) 6000
- b) 6111
- c) 6011

6. What does RACE acronym mean?

- a) Run, Alarm, Conceal, Extinguish/Evacuate
- b) Roll, Alarm, Contain, Extinguish/Exit
- c) Rescue, Alarm, Contain, Extinguish/Evacuate

7. What does the HIPAA acronym mean?

- a) Health Insurance Probable Accountability Act
- b) Health Insurance Portability Action Act
- c) Health Insurance Portability Accountability Act

7. HIPAA is a hospital law.

True or False

8. Explain HIPAA.

9. Mr. Smith is visiting a patient in the hospital. When he arrives to the Main Information Desk, he does not have the patient's last name. What should you do?

- a) Ask Mr. Smith if he could contact a friend or family member to get patient's last name.
- b) Give Mr. Smith a list of all patients with the same first name and have him choose the correct one.
- c) Tell Mr. Smith to go up to the unit and peek in each room until he finds the patient.

10. Volunteer Jan does patient visitation for the hospital. Jan's a chatterbox and tends to share too much information with people. She learned a sad story about how a patient ended up in the hospital. Jan really wants to share the story with other volunteers, but she is not sure if any of them know the patient. What should she do?

- a) Ask others if they know the patient and then share the story.
- b) Refrain from sharing the story because it will be a HIPAA violation.
- c) Tell the story and hope no one recognizes the patient.

11. What is the single most important measure to protect patients, employees, and volunteers?

12. Explain each code.

Code Purple: _____

Code Gold: _____

Code Pink: _____

Code Red: _____

13. Name five Safety things to report.

14. Volunteers are entitled to two meals per day.

True or False

15. Volunteers are allowed to roam the building and go in most restricted areas.

True or False

16. Who do you contact if you are not able to make it?

- a) The News
- b) Information Desk
- c) Supervisor from the Department

17. What does PASS acronym mean?

- a) Please, Alarm, Safety, Sound
- b) Pull, Aim, Squeeze, Sweep
- c) Pull, Across, Small, Steps

18. Ms. Jordan is very grateful that a volunteer visited with her for an hour. She goes inside her purse and pulls out \$20.00 and hand it to the volunteer to say thank you. What should the volunteer do?

- a) No, thank you. I am not allowed to take gifts from patients. If you would like to donate money in my honor, I can put you in contact with the Foundation.
- b) Thank you! This will help pay for my dinner tonight!
- c) No, I do not accept cash. Can you write that in a check?

19. All hospital personnel including volunteers must sanitize their hands going in and coming out patient rooms.

True or False

20. You will be dismissed from the volunteer program for HIPAA violations and Theft.

True or False