MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1) Immediate repetition of medical orders received during radio communications is known as the: 1) _______
   A) echo procedure.                B) standard format.
   C) response algorithm.           D) verification protocol.

2) Multiplex systems transmit: 2) _______
   A) voice simultaneously in two ways.  
   B) using digital encryption technology.
   C) voice and data simultaneously.  
   D) on the same frequency as they receive.

3) The emergency medical dispatcher has just finished interrogating a caller. The next step would be for the dispatcher to: 3) _______
   A) send a first responder engine company and paramedics.
   B) contact the patient’s physician to determine the legitimacy of the call.
   C) follow established guidelines to determine the appropriate level of response.
   D) call the patient’s insurance company for preapproval.

4) Cellular telephone systems use ______ to transmit communications. 4) _______
   A) regional radio base stations  
   B) short-wave technology
   C) satellite technology  
   D) underground cables

5) Without formal transfer of care to the receiving hospital, paramedics could be charged with: 5) _______
   A) abuse.                  B) abandonment.  
   C) neglect.             D) malpractice.

6) One of the first bits of information to be transmitted to the base physician is the: 6) _______
   A) estimated time of arrival to the hospital.  
   B) unit and provider information.
   C) request for specific orders.  
   D) treatments already rendered.

7) ______ communications are condensed and require a decoder to translate. 7) _______
   A) Digital                B) Cellular
   C) Telephone             D) Analog

8) The first part of the EMS response to an incident is: 8) _______
   A) prearrival instructions.  
   B) discussion with medical direction.
   C) detection and citizen access.  
   D) call coordination.

9) The prehospital care report (PCR) is a written record of events that includes administrative and ______ information. 9) _______
   A) extraneous  
   B) weather
   C) medical  
   D) vehicle maintenance

10) Interference with communication because of a hardware problem is an example of a(n) ______ problem. 10) _______
    A) frequency  
    B) interpersonal
    C) terminology  
    D) technical
11) Because only the necessary resources are sent on each call, priority dispatching has which of the following benefits?  
   A) Keeps dispatchers alert  
   B) Saves time and money  
   C) Reduces patient anxiety  
   D) Minimizes responder responsibilities

12) In addition to giving emergency instruction to the caller, a dispatcher can also use prearrival instructions to:
   1. comfort a distressed caller.  
   2. elicit additional information.  
   3. provide emotional support.  
   4. coordinate responders.
   A) 1, 3, and 4  
   B) 1, 2, and 3  
   C) 1 and 2  
   D) all of the above

13) Which of the following is the key link in the chain that results in the best possible patient outcome?  
   A) Confrontation  
   B) Conceptualization  
   C) Communication  
   D) Coordination

14) The federal agency that controls and regulates nongovernmental communications is the:  
   A) FCC.  
   B) FCA.  
   C) FAC.  
   D) FAA.

15) Which of the following best explains the need to communicate effectively with other responders?  
   A) Summoning EMS through a PSAP  
   B) Coordinating and implementing the treatment plan  
   C) Exchanging career information  
   D) Making sure you can recover your equipment afterward

16) In most systems, 911 callers are first routed to the ________, who then sends the call to ________.  
   A) EMD, PAAP  
   B) PSAP, EMD  
   C) PSAP, base station  
   D) EMS-C, PSAP

17) How do reports to the base physician differ for trauma and medical patients?  
   A) Medical reports emphasize history; trauma reports emphasize injuries and exam findings.  
   B) Medical reports describe a chief complaint while trauma reports do not.  
   C) Only trauma patients require a description of the scene.  
   D) It is less important to include ETA for medical patients.

18) You are giving a report to the base physician. After stating the patient's age, sex, and weight, you should next:
   A) give the patient's chief complaint.  
   B) relay treatments already rendered.  
   C) give the hospital the ETA.  
   D) request specific orders.

19) A(n) ________ system uses a computer to route transmissions to the first available frequency.  
   A) repeater  
   B) digital  
   C) encrypted  
   D) trunked

20) The transfer of care to the receiving facility staff should always include:
   A) immediately notifying the dispatcher that the unit is back in service.  
   B) giving a formal verbal briefing.  
   C) having the physician examine the report.  
   D) having the nurse sign the prehospital chart.
1) A  
   Diff: 1  Page Ref: 731  
   Objective: 25

2) C  
   Diff: 1  Page Ref: 727  
   Objective: 16

3) C  
   Diff: 1  Page Ref: 724  
   Objective: 19

4) A  
   Diff: 1  Page Ref: 728  
   Objective: 16

5) B  
   Diff: 1  Page Ref: 726  
   Objective: 23

6) B  
   Diff: 1  Page Ref: 730  
   Objective: 24

7) A  
   Diff: 1  Page Ref: 728  
   Objective: 16

8) C  
   Diff: 1  Page Ref: 720  
   Objective: 3

9) C  
   Diff: 1  Page Ref: 718  
   Objective: 8

10) D  
    Diff: 1  Page Ref: 718  
    Objective: 6

11) B  
    Diff: 1  Page Ref: 724  
    Objective: 21

12) B  
    Diff: 1  Page Ref: 725  
    Objective: 22

13) C  
    Diff: 1  Page Ref: 718  
    Objective: 1

14) A  
    Diff: 1  Page Ref: 732  
    Objective: 18

15) B  
    Diff: 1  Page Ref: 717  
    Objective: 1

16) B  
    Diff: 1  Page Ref: 721  
    Objective: 15

17) A  
    Diff: 2  Page Ref: 731  
    Objective: 25

18) A  
    Diff: 1  Page Ref: 730  
    Objective: 26

19) D  
    Diff: 1  Page Ref: 728  
    Objective: 16

20) B  
    Diff: 1  Page Ref: 725  
    Objective: 3