New Volunteer Orientation Quiz

Name: ____________________________________________ Date: _____________

1. Which of the following is NOT one of the four core values at MercyOne Medical Center?
   a. Integrity  
   b. Compassion  
   c. Friendliness  
   d. Stewardship

2. Which one below represents MercyOne’s cultural beliefs?
   a. Be One, Personalize Care, Own it, Improve Daily, Innovate  
   b. Personalize Care, Commitment to Poor, Excellence, Acknowledge, Exceed  
   c. Consumer Experience, Improve Daily, Own it, Compassion  
   d. Integrity, Reverence, Justice, Team Engagement, Innovate

3. It is important for volunteers to remember when visiting with patients/families to refrain from talking about themselves.
   a. True  
   b. False

4. Volunteers can give out their personal contact information to patients or patient’s family members.
   a. True  
   b. False

5. Volunteers can return to visit a patient in their “off hours”, when not volunteering.
   a. True  
   b. False

6. Newspaper, magazine, TV and radio reporters, and photographers are to be referred to a direct supervisor and the Public Relations Department. Volunteers are not to provide comments to any news source.
   a. True  
   b. False

7. What is the HIPAA Privacy Rule?
   a. Staff members and volunteers of Mercy Medical Center may discuss private information about patients outside the hospital.  
   b. Staff members and volunteers of Mercy Medical Center having access to information concerning patients must hold all information in strict confidence and shall abide by the Health Insurance Portability and Accountability Act (HIPAA) regulations.  
   c. Privacy pertaining to employees only.  
   d. All of the above.

8. Any information about a patient written on paper, transmitted electronically, saved on a computer or spoken is considered Protected Health Information (PHI).
   a. True  
   b. False

9. Volunteers can face penalties for breaking the privacy rules (HIPAA).
   a. True  
   b. False

10. By signing a confidentiality agreement with Mercy Medical Center, you agree to:
    a. dispose of patient information properly;  
    b. share confidential information only with those who need it to complete their jobs;  
    c. use confidential information only in performing your job duties;  
    d. All of the above.
11. Fill in the blank.
   Always remember: What you __________ here, what you ________ here, must __________here, when you
   ____________ here.

12. Volunteers are expected to notify their Volunteer Liaison and the Volunteer Department if they are going to be
   absent from volunteering for more than 30 days.
   a. True          b. False

13. Volunteers must be symptom free for a minimum of how many hours before returning from a non-serious
   illness?
   a. 48
   b. 72
   c. 24
   d. 12

14. If absent for a serious health condition, a volunteer must obtain a “return to work” note from his/her personal
   physician and meet with a nurse in Employee Health and Wellness Services (EHWS) prior to returning to his/her
   volunteer role.
   a. True          b. False

15. Two no call/no shows for a volunteer shift is an example of when immediate corrective action could be taken.
   a. True          b. False

16. Which of the following do not meet dress code expectations?
   a. jeans
   b. leggings
   c. flip flops
   d. all of the above

17. The seasonal influenza vaccination is required of all volunteers however; volunteers may apply for an
   exemption based on medical or religious reasons.
   a. True          b. False

18. The use of the electronic imaging function of cell phones or any other similar device is strictly prohibited on
   Mercy premises.
   a. True          b. False

19. Mercy volunteers may have individuals, other than official Mercy volunteers or hospital staff/designee;
   accompany them while performing their volunteer role.
   a. True          b. False

20. Which of the following are allowed on Mercy Medical Center’s campus?
   a. cigarettes
   b. cigars
   c. chewing tobacco
   d. none of the above
21. A volunteer liaison is:
   a. your direct supervisor at your assignment area
   b. the person you contact for site specific orientation
   c. the person you contact regarding routine scheduling changes
   d. all of the above

22. Emergency alerts are communicated via the intercom system.
   a. True
   b. False

23. The number to report a medical emergency situation while volunteering is:
   a. 911
   b. 799
   c. 007
   d. 411

24. Volunteers should call which number in the event of a stable observed visitor fall?
   a. 799
   b. 911
   c. 247-3111
   d. 867-5309

25. In the event of a Fire Alert, the correct response is to stay put (unless fire is in your area) until the “All clear” announcement over intercom.
   a. True
   b. False

26. R.A.C.E is the acronym for:
   a. Resuscitate, Alert, Convey, Excite
   b. Rescue, Alarm, Contain, Extinguish
   c. Rescue, Alarm, Combustible, Extinguish
   d. Respect, Access, Confidentiality, Excellence

27. Volunteers must report to the following department or person should something happen to the volunteer while volunteering at Mercy Medical Center.
   a. public safety
   b. volunteer liaison
   c. your mom
   d. both a and b

28. Treating all blood and body fluids as if they were infected with a blood borne pathogen is a Standard Precaution.
   a. True
   b. False

29. The best way to prevent the spread of infection is by:
   a. wearing a mask when you are in the hospital
   b. washing your hands
   c. all of the above
   d. none of the above

30. An isolation sign posted outside a patient’s room indicates a room a volunteer can enter.
   a. True
   b. False