

## Chapter 1—Introduction to Emergency Medical Care

Select the **BEST** answer to the following multiple-choice questions.

1. You and another new EMT are studying your local protocols. The other EMT notices that you may give oral glucose without utilizing on-line medical control, but you must get an on-line order from a physician before assisting a patient in taking his nitroglycerin for chest pain. The EMT asks you why some drugs require on-line medical control while others do not. What is the best answer to give him?
  - A. Glucose is only sugar so it cannot hurt the patient.
  - B. The physician does not trust EMTs.
  - C. The patient's nitroglycerin might be expired.
  - D. The physician wants to be sure it is appropriate for the patient.

**Answer: D**

**Rationale:**

Glucose is sugar and relatively safe; however, it can be harmful if given to an unresponsive patient. This answer does not explain why not to give nitroglycerin without a physician's order. The reason protocols are written is not because physicians do not trust EMTs; they are written because EMTs do not have the advanced training that physicians have. Although medications may be expired, this does not require contacting medical control to confirm. Nitroglycerin, although indicated for most chest pain patients, is not appropriate for all cardiac patients. The physician, with his advanced training, is better suited to make that determination.

2. You have just come on duty. The EMT on the previous shift complains to you that the QI manager was giving him grief because he did not document three sets of vital signs on the patient record. The EMT is angry and does not understand why documenting three sets of vital signs is so important. What is the best answer you could give him?
  - A. Vital signs are something you have to fill out because the state requires it.
  - B. The recording of three sets of vital signs demonstrates that you were trending the patient's condition.
  - C. It is important you show the QI manager that you are a team player.
  - D. The report looks better when all the boxes are filled out.

**Answer: B**

**Rationale:**

The local or state governmental authority may or may not require three sets of vital signs; regardless, this should not be the primary reason to document them. Teamwork is an

important trait in an EMT, but is not the driving factor for recording vital signs. QI is not concerned with how the report looks, but rather that the information in the report is complete and accurate. Recording three sets of vital signs demonstrates to the QI manager that the EMT is appropriately reassessing the patient at the appropriate periodic intervals. This demonstrates to the QI manager that the EMT is providing quality patient care.

3. You and your EMT partner are assigned to spend a day at the senior center where you are to provide free blood pressure screenings for the community. Your partner is upset that he is not in the ambulance where the “action is.” He complains that taking blood pressures is a waste of his time. What would be the best response to his complaints?
- A. It is good practice for the next emergency call.
  - B. It makes the taxpayers happy.
  - C. Illness prevention is an important component of EMS.
  - D. It minimizes the number of 911 calls late at night.

**Answer: C**

**Rationale:**

EMTs should already have competency in blood pressure techniques prior to hosting any screening clinics. Although community relations are important, it is not the primary reason for checking blood pressures. Blood pressure screening clinics do not impact the number of late night 911 calls. Illness prevention is an important component of EMS as EMTs are always in the field, and the role of EMS in public health is expected to only increase in the future.

4. During the new employee orientation, the training officer meets with the new EMTs and explains to them the monthly training schedule and the classes they must attend for EMT recertification. One of the new EMTs asks the training officer why they have to keep taking EMT courses if they already passed the EMT examination. What is the best answer?
- A. The state requires the training.
  - B. EMTs forget everything once they pass the EMT exam.
  - C. It looks good to a jury should the service be sued.
  - D. EMS is constantly evolving in response to evidence-based research.

**Answer: D**

**Rationale:**

Although continuing education is mandated by most states, it is not the reason continuing education is performed. Continuing education does provide EMTs with a good review of

rarely used material; however, it is not accurate that EMTs forget everything once they pass the EMT exam. Although continuing education can demonstrate to a jury that the service is providing adequate training, one of the goals of continuing education is to prevent lawsuits from happening in the first place, rather than to look good once a lawsuit has been filed. Evidence-based scientific research is what drives changes in EMS. New and improved treatment techniques are derived from this research and the EMT needs to keep abreast of these dynamic changes to his profession.

5. A fellow EMT is talking with the Medical Director at a staff meeting. The EMT states that the neighboring ambulance service is carrying special clotting bandages for serious bleeding wounds. The special bandages cost five times as much as the regular bandages, but the EMT claims they work ten times better. The EMT wants the Medical Director to approve the bandages for use in their ambulances. The Medical Director responds to the EMT by saying he will not approve the bandages until he can prove they are worth the additional cost. How can the EMT best do this?
- A. Have a member of the other ambulance service call the Medical Director to provide firsthand information on how the special bandages are much better.
  - B. Call the manufacturer of the special bandage and request literature to give to the Medical Director.
  - C. Perform a literature search to see what studies have been done on the special bandages and report the findings to the Medical Director.
  - D. Order a small number of the special bandages and compare them side by side to the regular bandages.

**Answer: C**

**Rationale:**

Firsthand accounts or anecdotal information do not provide any actual scientific proof that the special bandages are superior. Literature from the manufacturer is designed to sell the bandages and will only present the positives of the bandages without any negative information. Product testing of the bandages is a good idea to determine how the bandages will work for that particular service, but does not provide proof that they are actually better. Finding objective, unbiased, evidence-based research that validates the claims of the special bandage is the only way to actually prove that the special bandages are superior.

1. Which of the following BEST describes the purpose of the modern emergency medical services (EMS) system?

- A) To have trained personnel respond quickly and provide emergency care on the scene, during transport, and at the hospital
- B) To have trained personnel capable of assessing and caring for injured and ill patients on the scene
- C) To have trained personnel understand the limitations of their training and "do no harm," while providing prompt transport to the hospital
- D) To have trained personnel knowledgeable in all aspects of prehospital care

Answer: A

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Objective: 1.4

2. Which of the following groups is credited with developing the earliest documented emergency medical service?

- A) The Spanish
- B) The Egyptians
- C) The Mayans
- D) The French

Answer: D

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Objective: 1.2

3. In 1966 the National Highway Safety Act charged which of the following agencies with the development of emergency medical service standards?

- A) The U.S. Department of Transportation
- B) The U.S. Department of the Interior
- C) The U.S. Department of Health Services
- D) The U.S. Department of Homeland Security

Answer: A

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Objective: 1.3

4. The National Registry of Emergency Medical Technicians was founded to establish which of the following?

- A) An education curriculum for EMT courses
- B) Quality oversight of emergency medical services practices
- C) Professional standards for emergency medical services personnel
- D) Quality improvement and quality assurance programs for emergency medical services

Answer: C

Page Ref: 13

Objective: 1.9

5. What is the minimum level of certification required of ambulance personnel in most areas?

- A) Emergency Medical Technician
- B) Emergency Medical Responder
- C) Advanced EMT
- D) Emergency Ambulance Driver

Answer: A

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Objective: 1.5

6. Which of the following is the primary responsibility of the EMT?

- A) Protect and stabilize the patient
- B) Communicate with other responders on the scene
- C) Maintain personal health and safety
- D) Provide emergency care

Answer: C

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Objective: 1.6

7. Upon arrival at the hospital, the EMT advises hospital personnel of the patient's condition,

observations from the scene, treatment rendered, and other pertinent data to assure continuity of care. This process is known as which of the following?

- A) Transfer of care
- B) Breach of duty
- C) Definitive care
- D) End of tour

Answer: A

Page Ref: 10

Objective: 1.6

8. Which of the following BEST describes a person who speaks up on behalf of the patient and supports his cause?

- A) Guardian
- B) Assistant
- C) Advocate
- D) Representative

Answer: C

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Objective: 1.7

9. Which of the following is an example of patient advocacy?

- A) Immobilizing the neck of a patient with a possible spinal injury
- B) Granting patient wishes and not reporting spousal abuse to the authorities
- C) Building rapport with the patient during transport to the hospital
- D) Providing oxygen to a patient that is short of breath

Answer: C

Page Ref: 10

Objective: 1.6

10. Why is it important for EMTs to participate in quality improvement programs?

- A) To ensure that individuals making false calls for EMS are prosecuted

- B) To identify problem employees and create a corrective action plan
- C) To identify problems and develop a plan to prevent their recurrence
- D) To ensure adequate personnel are available for emergencies

Answer: C

Page Ref: 13–16

Objective: 1.10

11. Which of the following is a role of the EMT in the quality improvement process?

- A) Taking responsibility for the actions of one's partner
- B) Writing complete patient care reports
- C) Critiquing performance of one's partner
- D) Assuring personal safety

Answer: B

Page Ref: 14–15

Objective: 1.11

12. Who assumes the ultimate responsibility for patient care rendered by the EMT?

- A) EMS supervisor
- B) EMT
- C) Director of quality assurance
- D) Medical Director

Answer: D

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Objective: 1.1, 1.12

13. Which of the following BEST describes a list of steps the EMT should perform while assessing and managing emergency medical situations?

- A) Standing orders
- B) On-line medical direction
- C) Protocols
- D) Standard operating procedures

Answer: C

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Objective: 1.1, 1.12

14. A written authorization for an EMS provider to perform a particular skill in a specific situation is a(n):

- A) on-line protocol.
- B) standard of care.
- C) direct medical order.
- D) standing order.

Answer: D

Page Ref: 15–16

Objective: 1.1, 1.12

15. Which of the following is a physical trait necessary for performing the duties of an EMT?

- A) Nonjudgmental and fair
- B) Ability to lift and carry 200 pounds
- C) Giving and receiving written instructions
- D) Ability to remain calm in stressful situations

Answer: C

Page Ref: 11–12

Objective: 1.7

16. Which of the following is a personal trait an EMT should demonstrate?

- A) A self-starter
- B) A strong student
- C) Strong communication
- D) Good eyesight

Answer: A

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Objective: 1.8



17. Centralized coordination of emergency medical access, transportation, and care most refers to which of the following?

- A) An emergency preparedness plan
- B) A trauma system
- C) Resource management
- D) Central deployment

Answer: C

Page Ref: 6–7

Objective: 1.3

18. Which of the following is professionally equivalent to the EMT?

- A) Ambulance technician
- B) Physician assistant
- C) Ambulance driver
- D) None of the above

Answer: D

Page Ref: 8–9

Objective: 1.5

19. All of the following are EMS system components as defined by the National Highway Traffic Safety Administration (NHTSA) EXCEPT:

- A) safety and security of EMS personnel.
- B) facilities.
- C) regulation and policy.
- D) public information and education.

Answer: A

Page Ref: 6–7

Objective: 1.3

20. Which of the following agencies is responsible for establishing EMS system assessment

programs?

- A) Department of Health and Human Services (DHHS)
- B) National Transportation Safety Board (NTSB)
- C) National Highway Traffic Safety Administration (NHTSA)
- D) United States Health Services Agency (HSA)

Answer: C

Page Ref: 6–7

Objective: 1.3

21. Which of the following refers to a program or process for evaluating and improving the effectiveness of an EMS system?

- A) Quality improvement
- B) System effectiveness management
- C) Quality assurance
- D) Total quality management

Answer: A

Page Ref: 13–15

Objective: 1.10

22. Which of the following best describes training that supplements the EMT's original training and that is usually taken in regular intervals?

- A) Distance education
- B) EMT training program
- C) Recertification
- D) Continuing education

Answer: D

Page Ref: 14–15

Objective: 1.11

23. Which of the following is the most common gateway for hospital services for patients who need emergency medical assistance?

- A) Emergency department
- B) Emergency medical services system
- C) Surgical services department
- D) Emergency medical dispatch center

Answer: A

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Objective: 1.4

24. Which of the following BEST describes a communication system capable of identifying the number and location of the phone from which a caller is calling?

- A) Data display 911
- B) Priority dispatch 911
- C) Enhanced 911
- D) Advanced 911

Answer: C

Page Ref: 7–18

Objective: 1.4

25. Which of the following is a personality trait required of EMTs?

- A) Ability to lift and carry 125 pounds
- B) Awareness of problems with color vision
- C) Ability to dominate the patient
- D) Control of personal habits

Answer: D

Page Ref: 11–12

Objective: 1.7

26. Which of the following is considered a form of off-line medical control?

- A) Radio orders
- B) Consult with on-duty physician
- C) Protocols

D) Telephone orders

Answer: C

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Objective: 1.12

27. Prehospital and emergency in-hospital care together are collectively called the:

A) community wellness program.

B) healthcare system.

C) emergency medical services system.

D) rapid response team.

Answer: C

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Objective: 1.4

28. Which of the following has the ultimate responsibility for the patient care aspects of an EMS system?

A) Medical Director

B) Ambulance service director

C) EMS battalion chief

D) Legal counsel

Answer: A

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Objective: 1.12

29. What BEST describes the level of EMS training that emphasizes activation of the EMS system and provides immediate care for life-threatening problems?

A) Emergency Medical Dispatcher

B) Cardiac care responder

C) EMT

D) Emergency Medical Responder

Answer: D

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Objective: 1.5

30. What BEST describes the level of EMS training that emphasizes advanced airway management and IV therapy but limited pharmacology training?

- A) Advanced EMT
- B) Paramedic
- C) Emergency Medical Responder
- D) EMT

Answer: A

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Objective: 1.5

31. Which of the following actions represents an EMT serving as a patient's advocate?

- A) Informing a neighbor of a patient's condition
- B) Arranging for a neighbor to watch the patient's home
- C) Complying with a request not to report abuse as a cause of injuries
- D) Not reporting drugs found in the patient's home to hospital staff

Answer: B

Page Ref: 10

Objective: 1.6

32. What BEST defines the evaluation of the patient's condition in order to provide emergency care?

- A) Patient access
- B) Patient assessment
- C) Medical intervention
- D) Patient advocacy

Answer: B

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Objective: 1.6

33. Who is responsible for on-scene safety of EMS providers?

- A) Traffic director
- B) Law enforcement
- C) All crew members
- D) Triage officer

Answer: C

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Objective: 1.6

34. What is physician oversight of patient care in the EMS system called?

- A) Medical direction
- B) Human resources management
- C) Incident command
- D) System administration

Answer: A

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Objective: 1.12

35. An EMT's authority to provide medical care is granted by which of the following?

- A) National Registry of EMTs
- B) U.S. Department of Transportation
- C) State EMS certification board or agency
- D) An extension of the Medical Director's license to practice medicine

Answer: D

Page Ref: 15–16

Objective: 1.12

36. What BEST defines direction given to the EMT by a physician over the telephone or radio?

- A) Off-line medical direction
- B) Virtual medical direction

- C) Verbal medical direction
- D) On-line medical direction

Answer: D

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Objective: 1.12

37. Which of the following refers to learning about changes in EMS practices, new research, or gaining more advanced knowledge to remain current on modern trends in health care?

- A) Refresher education
- B) Registration with NREMT
- C) Continuing education
- D) Requalification requirements

Answer: C

Page Ref: 14–15

Objective: 1.11

38. The application of oxygen for a patient who is short of breath without having to contact the physician in the emergency department is an example of which of the following?

- A) On-line medical direction
- B) Standards of care
- C) Standing orders
- D) Breach of duty

Answer: C

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Objective: 1.12

39. What level of emergency medical training allows for insertion of endotracheal tubes, IV access, and cardiac defibrillation, as well as the administration of a variety of medications by various routes?

- A) Advanced EMT
- B) Emergency Medical Responder

- C) Emergency Medical Technician
- D) Paramedic

Answer: D

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Objective: 1.5

40. Which level of EMS training is designed for the person who is often first at the scene, including police officers and firefighters, with an emphasis on activating the EMS system?

- A) Emergency Medical Technician
- B) Emergency Medical Responder
- C) Paramedic
- D) Advanced EMT

Answer: B

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Objective: 1.5

41. What has the modern emergency medical services (EMS) system been developed to provide?

- A) Prehospital care
- B) Prompt emergency response
- C) Safe emergency transportation
- D) Trained medical personnel

Answer: A

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Objective: 1.4

42. Your employer asks you to serve on the Quality Improvement committee to review calls for the past month. You discover that a particular piece of equipment is being used inappropriately and report your findings to the service leadership. This information is used by the Medical Director and service leadership for what purpose?

- A) Better protocols and training
- B) Removal of equipment from the ambulance



- C) Disciplinary and termination actions
- D) More strict enforcement of policies and procedures

Answer: A

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Objective: 1.10

43. After delivering a patient to the emergency department, you discuss with hospital staff the details of your care and ask for suggestions to improve your care. This is an example of your role in which of the following?

- A) Patient advocacy
- B) Transfer of care
- C) Quality improvement
- D) Continuing education

Answer: C

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Objective: 1.10

44. How does research impact EMS?

- A) Protocol and standing order development
- B) Medical direction and patient outcomes
- C) Patient outcomes and evidence-based techniques
- D) Evidence-based techniques and patient condition upon arrival at the emergency department

Answer: C

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Objective: 1.13

45. Searching the Internet for literature to support a new procedure that your service would like to implement is an example of which of the following?

- A) Reviewing literature
- B) Quality improvement
- C) Forming a hypothesis

D) Critiquing literature

Answer: A

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Objective: 1.13

46. As an EMT, you are asked to participate in a free vaccination clinic. This is an example of the EMT's role in which of the following?

A) Socialized medicine

B) Disaster preparedness

C) Charitable health

D) Public health

Answer: D

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Objective: 1.14

47. During water safety week, you speak to a group of school-age children about the importance of wearing a properly fitting flotation device while boating. This is an example of the EMT being involved with which of the following?

A) Water safety

B) Youth assistance program

C) Public education

D) Injury prevention for youth

Answer: D

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Objective: 1.14

48. You respond to a 35-year-old male patient who fell 50 feet from a bluff. Your authority to provide emergency care is an extension of the Medical Director's license to practice medicine. You are acting as a(n) \_\_\_\_\_ of the Medical Director.

A) subordinate

B) employee

- C) designated agent
- D) extension

Answer: C

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Objective: 1.14

49. The EMT's role in the quality improvement process includes becoming involved in the quality process, keeping carefully written documentation, obtaining feedback from patients and the hospital staff, continuing your education, and which of the following?

- A) Writing protocols and standing orders
- B) Maintaining your equipment
- C) Providing quality care
- D) Being a member of the QI committee

Answer: B

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Objective: 1.10

50. When did non-military ambulances begin operating in most major American cities?

- A) Mid-1800s
- B) Mid-1900s
- C) Late 1800s
- D) Early 1900s

Answer: D

Page Ref: 5–7

Objective: 1.2

51. To be compassionate and empathetic, to be accurate with interviews, and to inspire confidence are all examples of which of the personal traits of a quality EMT?

- A) Able to listen to others
- B) Pleasant
- C) Nonjudgmental and fair

D) Emotionally stable

Answer: A

Page Ref: 11–12

Objective: 1.7

52. The EMT is on-scene of a 57-year-old male patient complaining of chest pain; the EMT must contact medical direction on the phone to assist with the patient's nitroglycerin. Contacting medical control for orders is known as which of the following?

A) Off-site medical direction

B) Off-line medical direction

C) On-line medical direction

D) On-call medical direction

Answer: C

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Objective: 1.12

53. A career EMT may be employed in which of the following industries?

A) City government

B) Corporate offices

C) Industrial corporation

D) Ambulance service

Answer: D

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Objective: 1.8