



2018 TriHealth-HOC-HOH Annual Mandatory Education Contractor/Volunteer Services QUIZ

NAME: _____ DATE: _____

Department: HOC-HOH Volunteer Services

Position: HOC-HOH Volunteer

1. At TriHealth, we consider diversity to include much more than race and gender. It is a variety of characteristics visible or not, that distinguish one individual from another.
 - a. True
 - b. False
2. Effective hand washing includes using soap and running water with **at least how many seconds of friction?**
 - a. 5 seconds
 - b. 5-10 seconds
 - c. 10-15 seconds
 - d. 15-20 seconds
3. Under the HIPAA Privacy requirements, employees must take reasonable and appropriate measures to verify the identity and “need to know” of all persons requesting Protected Health Information (PHI)
 - a. True
 - b. False
4. Portable fire extinguishers can be used to put out small fires or to control a fire until help arrives. Which of the following actions should you do **first** if you need to use a fire extinguisher?
 - a. Squeeze the handles together
 - b. Pull the pin
 - c. Aim at the base of the fire
 - d. Sweep from side to side, aimed at the base of the fire

5. Which of the following statements is CORRECT regarding a bomb threat?
- a. Obtain as much information as possible from a telephone informant
 - b. Do not touch a suspicious package
 - c. Do not try to restrain or apprehend a person on-site
 - d. All of the above
6. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whether intentional or unintentional.
- a. True
 - b. False
7. Protecting patient and fellow employee privacy when blogging, texting, or using social networking sites is every team member/volunteer's responsibility.
- a. True
 - b. False
8. Which of the following is an example of a "strong" password?
- a. Sally
 - b. Football
 - c. Ea\$ymon3y
 - d. JanuarY
9. At TriHealth, we use **plain language** to communicate internal and external emergencies or disasters.
- a. True
 - b. False
10. You believe that a coworker has violated TriHealth's Code of Ethical Business and Professional Behavior. What should you do?
- a. Speak to your immediate supervisor or anyone in the TriHealth management team
 - b. Contact the Corporate Compliance Officer
 - c. Call the TriHealth Alertline
 - d. Any of the above