

Test Bank – FFA Addendum

1001. What is the AVMA?
- a. **Organization that licenses veterinarians and veterinary technicians**
  - b. Organization that promotes the profession of veterinary technicians
  - c. Organization that promotes education of pet grooming profession
  - d. National committee that credentials veterinary technicians
1002. Which member of the health care team is responsible for diagnosing diseases, prescribing medications, and performing surgery?
- a. Veterinary technician
  - b. Veterinary technician specialist
  - c. Veterinary technologist
  - d. **Veterinarian**
1003. Which member of the health care team is responsible for setting up equipment and supplies, and cleaning and maintaining practice and laboratory facilities?
- a. Kennel assistant
  - b. **Veterinary assistant**
  - c. Veterinary technician
  - d. Veterinary technologist
1004. Which member of the health care team is responsible for nursing care, laboratory and radiography?
- a. Veterinary assistant
  - b. **Veterinary technician**
  - c. Veterinary technician specialist
  - d. Veterinary technologist
1005. Which member of the health care team would have experience and education in performing skills relating to the fur and dermis of the patient?
- a. Kennel assistant
  - b. Veterinary assistant
  - c. **Groomer**
  - d. Veterinary technician specialist
1006. A veterinary technician specialist who works exclusively as an anesthesia technician would have received advanced training from which NAVTA recognized specialization?
- a. Academy of veterinary emergency and critical care technicians
  - b. **Academy of veterinary technician anesthetists**
  - c. Academy of dental technicians
  - d. Academy of internal medicine for veterinary technicians

1007. Which member of the health care team is the individual most likely to be recognized as the face and voice of the veterinary hospital?
- Veterinarian
  - Veterinary technician
  - Office manager
  - Receptionist**
1008. Which member of the health care team should have both a medical and business background to be successful in this position?
- Veterinarian
  - Office manager**
  - Receptionist
  - Groomer
1009. Which member of the health care team is responsible for the cleanliness of the patient, feeding and watering the patient, and monitoring the patient status and alerting the team of any changes?
- Kennel assistant**
  - Veterinary assistant
  - Groomer
  - Veterinary technician specialist
1010. Which member of the health care team has a 4-year degree from a Veterinary technician school?
- Veterinary assistant
  - Veterinary technician
  - Veterinary technician specialist
  - Veterinary technologist**
1011. A \_\_\_\_\_ is placed at the beginning of a word and consists of one or more syllables.
- Prefix**
  - Suffix
  - Root
  - Combining form
1012. A \_\_\_\_\_ is placed at the end of a word.
- Prefix
  - Suffix**
  - Root
  - Combining form

1013. A \_\_\_\_\_ is the central part of the word and the foundation or essential meaning of the word.
- a. Prefix
  - b. Suffix
  - c. **Root**
  - d. Combining form
1014. A \_\_\_\_\_ of the root word is a root with a combining vowel.
- a. Prefix
  - b. Suffix
  - c. Root
  - d. **Combining form**
1015. The purpose of a combining form of a root is to make the resulting word \_\_\_\_\_.
- a. More recognizable
  - b. **Easier to pronounce**
  - c. Harder to pronounce
  - d. Interpretable
1016. The prefix post- means:
- a. up, back again
  - b. before, in front of, forward
  - c. **after, behind**
  - d. first
1017. The prefix noct- means:
- a. **night**
  - b. after, behind
  - c. against, opposing
  - d. within a part
1018. The prefix circum- means:
- a. false
  - b. middle
  - c. beneath, under
  - d. **around**
1019. The prefix pseudo- means:
- a. **false**
  - b. excessive, above
  - c. across, through
  - d. around

1020. The prefix brady- means:
- a. difficult, painful
  - b. slow**
  - c. away from
  - d. back, again
1021. The prefix dys- means:
- a. self
  - b. without, absent
  - c. slow
  - d. difficult, bad, painful, abnormal**
1022. The prefix hemi- means:
- a. both
  - b. two
  - c. half**
  - d. many
1023. The prefix micro- means:
- a. large
  - b. excessive
  - c. three
  - d. small**
1024. The suffix –ectomy means:
- a. creation of an opening
  - b. cutting out, surgically removing**
  - c. tumor
  - d. breathing
1025. The suffix –pnea means:
- a. breathing**
  - b. excessive flow
  - c. cutting, incision
  - d. abnormal fear
1026. The suffix –cyte means:
- a. tumor
  - b. act of examining
  - c. kills
  - d. cell**

1027. The suffix –itis means:
- a. pain
  - b. inflammation**
  - c. prolapsed
  - d. act of examining
1028. The root thorac- means:
- a. nose
  - b. eye
  - c. tongue
  - d. chest or thorax**
1029. The root odont- means:
- a. tooth or teeth**
  - b. hair
  - c. skin
  - d. gums
1030. The root ocul- means:
- a. eye**
  - b. nose
  - c. skin
  - d. neck
1031. The root arthr- means:
- a. heart
  - b. rib
  - c. stomach
  - d. joint**
1032. The root cyst- means:
- a. bladder**
  - b. liver
  - c. uterus
  - d. larynx
1033. The root cardi- means:
- a. liver
  - b. rib
  - c. bone
  - d. heart**

1034. The root nephr- means:
- a. **kidney**
  - b. lungs
  - c. spleen
  - d. urethra
1035. The root pulm- means:
- a. veins
  - b. trachea
  - c. **lungs**
  - d. kidneys
1036. What is the abbreviation for a spay (ovariohysterectomy)?
- a. OFA
  - b. **OHE**
  - c. OE
  - d. SR
1037. What is the abbreviation for body weight?
- a. **BW**
  - b. BM
  - c. BID
  - d. W
1038. What does the abbreviation ID mean?
- a. **intra**dermal
  - b. dead on arrival
  - c. diagnosis
  - d. domestic shorthair
1039. What does the abbreviation prn mean?
- a. orally, by mouth
  - b. intravenous
  - c. **as necessary**
  - d. three times a day
1040. What does the abbreviation TX mean?
- a. three times a day
  - b. toe nail trim
  - c. **treatment**
  - d. every other day

1041. An imaginary line that divides the body into dorsal and ventral portions is:
- Median plane
  - Transverse plane
  - Sagittal plane
  - Dorsal plane**
1042. The phalanges are the \_\_\_\_\_.
- Toes**
  - Pelvis
  - Hock
  - Shoulder
1043. Which of the following is an example of a long bone?
- Scapula
  - Mandible
  - Carpal bones
  - Femur**
1044. Where does bone growth occur in the long bones?
- Epiphysis**
  - Diaphysis
  - Metaphysis
  - Periosteum
1045. The vertebral formula for a dog and cat is:
- C-7, T-13, L-7, S-3, Cy 0-23**
  - C-13, T-7, L-3, S-7, Cy 0-23
  - C-7, T-13, L-13, S-7, Cy 0-23
  - C-7, T-7, L-7, S-3, Cy 0-23
1046. The study of the structure of the body and the relationship of its parts is:
- Histology
  - Anatomy**
  - Biology
  - Pathology
1047. The body system that includes skin, hair, nails, sweat, and sebaceous glands is the:
- Musculoskeletal system
  - Digestive system
  - Respiratory system
  - Integumentary system**

1048. Another name for the upper lips is the:
- Flew**
  - Muzzle
  - Stop
  - Ruff
1049. Muscles attach to jointed bones by:
- Ligaments
  - Capillaries
  - Tendons**
  - Cartilage
1050. Which common vein is located in the groin area on the medial aspect of the thigh?
- Cephalic vein
  - Jugular vein
  - Saphenous vein
  - Femoral vein**
1051. Moving the distal part of the limb towards the body is known as:
- Abduction
  - Adduction
  - Flexion**
  - Extension
1052. What type of muscle tissue allows for voluntary movement of the body?
- Skeletal muscle**
  - Cardiac muscle
  - Smooth muscle
  - Rough muscle
1053. To sustain cell life by supplying oxygen and nutrients and removing carbon dioxide and waste products from the cells is the primary function of which organ system?
- Muscular
  - Circulatory**
  - Nervous
  - Respiratory
1054. Which structure in the respiratory system contains the “voice box”?
- Cilia
  - Pharynx
  - Epiglottis
  - Larynx**

1055. All nerves are connected to the \_\_\_\_\_.
- a. Brain
  - b. Spinal cord**
  - c. Muscles
  - d. Heart
1056. The maintenance of a constant internal environment in an animal's body is called \_\_\_\_\_.
- a. Homoeothermic
  - b. Homeostasis**
  - c. Poikilothermic
  - d. Poikliostasis
1057. The primary function of the \_\_\_\_\_ is to absorb water from feces as need to keep the animal hydrated.
- a. Gall bladder
  - b. Small intestine
  - c. Large intestine**
  - d. Rectum
1058. Which structure in the male animal carries both semen and urine?
- a. Ureter
  - b. Urethra**
  - c. Testicles
  - d. Scrotum
1059. In female animals, in which structure are fetuses carried to term?
- a. Ovaries
  - b. Uterus**
  - c. Vagina
  - d. Vulva
1060. The heart in mammals and birds lies in the \_\_\_\_\_ cavity.
- a. Abdominal
  - b. Pleural
  - c. Peritoneal
  - d. Thoracic**
1061. Most dogs enjoy being with humans and exhibit behaviors that are associated with happiness. Which of the following is a behavior associated with happiness or affection in dogs?
- a. A wagging tail
  - b. Approach people straightforward
  - c. A slightly lowered and/or cocked head
  - d. All of the above**

1062. To protect the hands and forearms when dealing with aggressive or fearful animals, thick leather gloves known as \_\_\_\_\_ may be used.
- Leashes
  - Gauntlets**
  - Catchpole
  - Muzzles
1063. Restraint while standing is necessary when the dog is undergoing all but one of the following:
- A physical examination
  - Anal sac expression
  - Venipuncture**
  - Having a rectal temperature taken
1064. The rigid pole that is used to restrain dogs at a distance is known as:
- Gauntlet
  - Muzzle
  - Catchpole**
  - All in one lead
1065. Which size dog can be lifted by placing one arm under the dog's neck and the other arm around the dog's hindquarters?
- Small-breed dog
  - Medium-breed dog**
  - Large-breed dog
  - Giant-breed dog
1066. In cats, which body posture best describes fear aggression?
- Walk with tail down, but will raise when greeting other cats and humans with which it is familiar
  - Tail will be held close to the body and often times will be "fluffed" and pupils are dilated**
  - Aggressive cat, the ears are swiveled, displaying the inner pinnae sideways and the pupils are oblong in shape
  - Dorsal area will be arched and the tail raised; the fur along the back and covering the tail will be "fluffed"
1067. If restraint is needed with working with felines, the team should start with the/a \_\_\_\_\_ amount of restraint necessary to finish the procedure quickly and efficiently.
- Lowest**
  - Moderate
  - Highest
  - None of the above

1068. Cats have scent glands in their \_\_\_\_\_ and \_\_\_\_\_ that are used to scent mark their territory.
- Ears and tail
  - Paws and anus
  - Paws and face**
  - Belly and neck
1069. This restraint device enables a technician to perform procedures on a cat alone.
- Muzzle
  - Catchpole
  - Gauntlets
  - Cat bag**
1070. What restraint technique is used to restrain cats for rectal temperature and for access to the saphenous vein?
- Lateral recumbency**
  - Sternal recumbency
  - Dorsal recumbency
  - Cat bag
1071. What is nonverbal communication?
- Using words to transmit information.
  - Using body language, gestures, voice quality, and facial expressions when communicating.**
  - Written communication.
  - Sign language.
1072. When a client walks into the veterinary clinic, an example of a proper greeting may be:
- Hi there, what's up with Fido today?
  - Hello, Mrs. Perkins, how can we help you today?**
  - Have a seat; I'll get you when I get off the phone.
  - Please fill out the paperwork, and the doctor will be with you when she has time.
1073. A client has come to check on her pet after its surgery. What should you say when she asks you how her pet is doing?
- "The surgery went very well and Fluffy will be going home soon."
  - "I'm not allowed to discuss this with you"
  - "Please wait here one moment Mrs. Smith while I get the doctor to discuss Fluffy's surgery with you."**
  - "No need to worry, Fluffy is just fine."

1074. What should the veterinary staff do when a pet owner decides to withhold a procedure or treatment from a pet?
- Report the client to the humane society.
  - Perform the procedure or treatment anyway.
  - Respect the client's wishes.**
  - Try to change the client's mind
1075. The most professional method of placing a caller on "hold" is to say:
- "Can you hold for two or three minutes?" Then wait for a response.**
  - "Hold please," and do not wait for a response.
  - "Hold for a few minutes," and do not wait for a response.
  - "I am putting you on hold now," and put the caller on hold immediately
1076. A client without an appointment wants to see the doctor, you should:
- Check with the doctor or qualified staff member to see if the doctor can see the client.
  - Explain that he or she must have an appointment, and then make an appointment for the person.**
  - Take the client to see the doctor immediately.
  - Tell the client that he or she will have to take a seat and wait until the doctor can see him or her.
1077. A caller yells at you because an appointment time is not available, you should:
- Say you're sorry, and hang up the phone
  - Listen to the client, and speak calmly and professionally about another day for an appointment.**
  - Yell at the client for being angry at you.
  - Tell the client to make an appointment with a different veterinarian.
1078. What is an emergency?
- A potentially life-threatening situation that develops suddenly and unexpectedly and demands immediate attention.**
  - When the client is very upset about his or her pet's situation.
  - A situation that may or may not be life threatening but should be considered as such until an examination can be made.
  - A concern or task ranked over tasks or concerns in order of importance.

1079. How should you relay an urgent message to the veterinarian?
- Use proper medical terminology to convey the message professionally.
  - Convey the client's complaint in the exact words the client used to describe the situation.**
  - Tell the veterinarian to take the call.
  - Should loudly to make sure you have his or her attention.
1080. Providing basic care for an animal on a short-term basis for a fee is known as:
- Husbandry
  - Boarding**
  - Extended stay
  - inpatient
1081. The act of giving birth is called:
- Estrus
  - Parturition**
  - Copulation
  - Dystocia
1082. Canine breeds characterized by a wide, short head are called:
- Stud
  - Bitch
  - Brachycephalic**
  - Queen
1083. An animal that comes into heat repeatedly (if not bred) during only a certain part of the year is termed
- Polyestrous
  - Seasonally polyestrous**
  - Seasonally estrous
  - Seasonally Diestrus
1084. Which of the following animals has a seasonally monestrous cycle?
- Cat
  - Ferret
  - Rabbit
  - Dog**
1085. Prior to the start of the estrous cycle there may be some changes in the temperament of the bitch, including:
- Being more affectionate
  - Being clingier
  - Being grumpier
  - All of the above**

1086. Females are most receptive to mating during which part of the estrous cycle?
- a. Proestrus
  - b. Anestrus
  - c. Estrus**
  - d. Diestrus
1087. Which of the following animals is a spontaneous ovulator?
- a. Cat
  - b. Dog**
  - c. Ferret
  - d. Rabbit
1088. A queen will have her kittens after a gestation period of
- a. 45 to 56 days
  - b. 51 to 68 days**
  - c. 69 to 78 days
  - d. 79 to 92 days
1089. Nesting is a sign of pending
- a. Parturition**
  - b. Heat
  - c. Cold weather
  - d. Weaning
1090. A dog that is restless, anxious, and refusing food is showing early signs of
- a. Mating
  - b. Whelping**
  - c. Aggression
  - d. Ovulation
1091. What is dystocia?
- a. Difficult birth**
  - b. Protrusion of vaginal tissue
  - c. Cannibalism
  - d. Bloody vaginal discharge
1092. A veterinarian should be called if the time between puppies is more than:
- a. 1 hour
  - b. 2 hours**
  - c. 5 hours
  - d. 6 hours

1093. Colostrum is important for newborns because it provides
- Active immunity from the sire
  - Passive immunity from the dam**
  - Protection against internal parasites
  - Protection against hypothermia
1094. Puppies are usually delivered during which stage of labor?
- Stage I
  - Stage II**
  - Stage III
  - Stage IV
1095. Responsible breeding of cats and dogs involves:
- Breeding on the first heat cycle
  - Skipping one heat period between litters**
  - Must be at least 3 generations apart
  - Not breeding past 9 years of age
1096. The main vitals on every patient include:
- Temperature, pulse, respiration and weight
  - Temperature, pulse and respiration**
  - Temperature and pulse
  - Temperature, pulse, and capillary refill time
1097. The most commonly utilized blood vessel for taking the pulse in the dog or cat is the:
- Cephalic vein
  - Jugular vein
  - Femoral artery**
  - Carotid artery
1098. When taking a body weight, remember that there are \_\_\_\_\_ ounces in a pound.
- 10
  - 15
  - 16**
  - 25
1099. When taking a history on a patient, the age, breed, and sex of the animal is called the:
- Chief complaint
  - Physical exam
  - Signalment**
  - Description

1100. BAR stands for:
- Bright, awake, reasonable
  - Bright, alert, responsive**
  - Bright, aggressive, responsive
  - Blind, apathetic, reclusive
1101. The patient's overall mental status is described as:
- Lethargic
  - Comatose
  - Moribund
  - Mentation**
1102. Which of the following statements is NOT true?
- Determining the sex of a kitten is a little more difficult than determining the sex of a puppy
  - The scrotum of a male puppy is located just below the anus
  - The color of kittens may suggest their gender
  - The scrotum is an anatomical structure located on a female puppy**
1103. The animal's ability to stand and walk is referred to as:
- Posture and gait**
  - Balance and movement
  - Erect and ambulatory
  - General appearance
1104. Which of the following is not usually used as a standard of pain assessment?
- Noninteractive behavior scoring
  - Interactive behavior scoring
  - Palpation
  - Auscultation**
1105. Permanent adult teeth are fully erupted by the age of \_\_\_\_\_ in cats and dogs.
- 5-6 weeks
  - 12-16 weeks
  - 16-20 weeks
  - 20-24 weeks**
1106. Which of the following is NOT a common ectoparasite?
- Flea
  - Tick
  - Spider**
  - Lice

1107. Nits on an animal's hair shafts indicate the presence of which ectoparasites?
- a. Flea
  - b. Tick
  - c. Mite
  - d. **Lice**
1108. The blood supply that runs down the center of the toenail is known as the:
- a. Fast
  - b. **Quick**
  - c. Time
  - d. Nerve
1109. The goal of trimming the nail is to trim it approximately \_\_\_\_\_ in front of the nerve sheath
- a. 1 inch
  - b. ½ inch
  - c. ¼ inch
  - d. **1/8 inch**
1110. The outer ear flap is called the:
- a. **Pinna**
  - b. Outer ear
  - c. Middle ear
  - d. Inner ear
1111. When evaluating the ear prior to cleaning, a coffee ground appearing debris is noted. This is likely caused by:
- a. Yeast
  - b. Waxy secretions
  - c. Infection
  - d. **Ear mites**
1112. Cotton tip applicators should not be inserted into the ear canal to prevent possible damage to the:
- a. Pinna
  - b. **Tympanic membrane**
  - c. Cerumen
  - d. Grooves
1113. The anal glands are located at what position relative to the anus?
- a. 12 o'clock and 6 o'clock
  - b. 3 o'clock and 9 o'clock
  - c. **4 o'clock and 8 o'clock**
  - d. 3 o'clock and 7 o'clock

1114. To prevent water from entering the ears during bathing, what should be placed in the ear?
- Lubricant
  - Ear powder
  - Cotton balls**
  - Ear plugs
1115. When bathing an animal, always start at the:
- Head**
  - Neck
  - Groin
  - Feet
1116. Immunity would be described as protection against a certain:
- Antigen
  - Pathogen**
  - Colostrum
  - Antibody
1117. Certain physical components of the animal body, providing they are not damaged, will help create a barrier to prevent an assault on the body. The physical barrier can be broken down into four parts. Which of the following is not considered a physical barrier?
- Skin
  - Mucous membranes
  - Hair
  - Bone**
1118. Serum from an individual previously immunized against an antigen that contains antibody specific for that antigen is known as:
- Antiserum**
  - Vaccine
  - Toxoid
  - Antidote
1119. Symptoms the veterinary health-care team and the owner should be looking for when concerned about an allergic reaction are:
- Swelling
  - Redness
  - Gastrointestinal signs – vomiting, diarrhea
  - All of the above**

1120. A vaccine that consists of a live, nonpathogenic virus into which the gene for a pathogen-related antigen has been inserted is called
- Antiserum
  - Recombinant vaccine**
  - Inactivated vaccine
  - Toxoid
1121. The most common route of administration for a vaccine is:
- Oral
  - Intramuscular
  - Intranasal
  - Subcutaneous**
1122. Passive immunity results from:
- Colostrum**
  - Recovering from an illness
  - Killed vaccine
  - Antibiotics
1123. After the second vaccination dose, a booster vaccine should be given:
- Six months later
  - One year later**
  - Three years later
  - Ten years later
1124. The first vaccine should be administered to puppies at:
- 4 weeks
  - 6 weeks
  - 8 weeks**
  - 12 weeks
1125. The current recommendation for vaccination is that \_\_\_\_\_  
be given in the left hind leg as distally as possible.
- Rabies
  - Feline Infectious peritonitis
  - Feline panleukopenia
  - Feline leukemia virus**
1126. Which of the following is not one of the five vital assessments that should be monitored in every patient?
- Temperature
  - Obesity**
  - Respiration
  - Pain

1127. Regular heart beat coupled with a normal heart rate is the definition of:
- Normal sinus rhythm**
  - Bradycardia
  - Tachycardia
  - Sinus arrhythmia
1128. Clean, well-groomed animals are believed to:
- Feel better
  - Recover from illnesses more rapidly
  - Be less likely to develop contact dermatitis from urine scalding or feces soiling
  - All of the above**
1129. If a patient is recumbent, prevention and management of \_\_\_\_\_ sores and scalding from urine is a key component to proper nursing and assisting.
- Lounge
  - Toxoid
  - Decubital**
  - Lesional
1130. The technical term used to describe panting is:
- Eupnea
  - Dyspnea
  - Tachypnea**
  - Bradypnea
1131. The term used to describe breathing that is deeper and more rapid than normal is:
- Tachypnea
  - Hyperpnea**
  - Dyspnea
  - Hyperventilation
132. The normal range for rectal temperatures in the cat is:
- 101 - 102.5 F
  - 100.5 -102.5 F**
  - 99 - 101.5 F
  - 98.6 – 103 F
1133. The most commonly utilized blood vessel for taking the pulse in the horse is the:
- Cephalic vein
  - Jugular vein
  - Femoral artery
  - Maxillary artery**

1134. When checking CRT, how soon should gums return to normal pink color?
- a. **1-2 seconds**
  - b. 3-4 seconds
  - c. 5 seconds
  - d. more than 10 seconds
1135. If an animal is in shock, the color of the mucous membranes will be:
- a. **Pale**
  - b. Light pink
  - c. Bright pink
  - d. Purplish red
1136. Which term describes any chemical agent that has a specific effect on the body?
- a. Antihistamine
  - b. **Drug**
  - c. Antibiotic
  - d. Metabolism
1137. The term contraindication is defined as the
- a. Reason for using a drug
  - b. Manifestations of adverse drug reactions
  - c. **Reasons to not use a drug**
  - d. Physiologic response and movement of a drug in the body
1138. Caffeine is classified as which component of plants?
- a. **Alkaloids**
  - b. Glycosides
  - c. Gums
  - d. Resins
1139. The administration route refers to
- a. How a drug leaves the body
  - b. **How a drug enters the body**
  - c. Why a drug enters the body
  - d. None of the above
1140. Drugs given through an injection are known as
- a. **Parenterally administered drugs**
  - b. Enterally administered drugs
  - c. Gastrointestinally administered drugs
  - d. Orally administered drugs

1141. An injection given beneath the skin and into the subcutis is:
- IM
  - IP
  - IV
  - SQ**
1142. An example of a Proprietary name drug is:
- Ibuprofen
  - Naproxen sodium
  - Acetaminophen
  - Advil**
1143. Veterinarians have the freedom to use a drug in ways not defined on the label. This is known as:
- OTC
  - Generic
  - Extra-label**
  - Indication
1144. Plastic prescription vials are light brown or blue help to protect the medication from:
- Deterioration due to sun exposure**
  - Freezing
  - Deterioration due to high temperatures
  - Leaking
1145. You must be \_\_\_\_\_ years of age or older to assist in radiographic procedures.
- 16 years
  - 18 years**
  - 21 years
  - There is no age requirement
1146. The term used to describe structures or areas situated toward the tail is:
- Medial
  - Lateral
  - Caudal**
  - Proximal
1147. Which is NOT considered radiation protective apparel?
- Lead aprons
  - Thyroid shields
  - Lead gloves
  - Sterile surgical gloves**

1148. An adjustable narrow tube that can be used to direct or to narrow the primary beam on an x-ray machine is called:
- Grid
  - Cone
  - Collimator**
  - Caliper
1149. A radiation safety badge is also known as a:
- Cassette
  - Collimator
  - Dosimeter**
  - Lead diaphragm
1150. All of the following are common methods used to label radiographs with the exception of:
- Photoimprinting
  - Lead markers
  - Lead tape
  - Lead diaphragm**
1151. Positioning an animal on its stomach so that the x-ray goes through the back is known as a \_\_\_\_\_ view.
- Dorsoventral**
  - Ventrodorsal
  - Lateral
  - Medial
1152. Two views of each anatomic area should be taken at \_\_\_\_\_ angles to each other.
- 30°
  - 45°
  - 90°**
  - 180°
1153. The term used to describe a condition of sterility when there are no living organisms present is:
- Autoclave
  - Surgery
  - Asepsis**
  - Indicator strip

1154. An instrument used to sterilize equipment and supplies that are used in the surgery room is an:
- Olsen-Hegar needle holder
  - Autoclave**
  - Suture
  - Surgical gown
1155. \_\_\_\_\_ tape indicates that surgical packs have been exposed to steam but does not indicate whether the proper requirements of time, temperature, and pressure have been met.
- Indicator
  - Surgical
  - Sterilization
  - Autoclave**
1156. Which of the following sterilized packs would have the longest shelf life?
- Single-wrapped paper stored in an open cabinet
  - Single-wrapped muslin stored in an open cabinet
  - Double-wrapped muslin stored in an open cabinet
  - Double-wrapped muslin stored in a closed cabinet**
1157. Types of operating scissors vary by all of the following except:
- Type of teeth patterns**
  - Type of blades (straight or curved)
  - Type of points (b/b, s/b, s/s)
  - The cutting edge of the blades (plain or serrated)
1157. Which type of scissors is used when dealing with more delicate tissues?
- Mayo dissecting scissors
  - Metzenbaum dissecting scissors**
  - Sharp/blunt operating scissors
  - Iris scissors
1158. What type of clamping instrument is used to stop bleeding by collapsing the lumen to the blood vessel?
- Tissue forceps
  - Hemostatic forceps**
  - Towel clamp
  - Hand-held retractor
1159. A snook ovariohysterectomy hook is an example of what type of instrument?
- Tissue forceps
  - Hemostatic forceps
  - Towel clamp
  - Hand-held retractor**

1160. What number detachable blade is commonly used on a #3 scalpel handle?
- No. 10**
  - No. 16
  - No. 20
  - No. 21
1161. Gold-colored handles on certain needle holders signifies:
- They are made in Germany
  - They have titanium tips
  - They have tungsten carbide inserts**
  - They are for veterinary use only
1162. What is the usual time-temperature standard for sterilization of surgical packs?
- 15 minutes at 250F
  - 20-45 minutes at 250F**
  - 6 hours at 250F
  - 2 hours at 320F
1163. Which of the following size suture has the largest diameter?
- 00
  - 3**
  - 3-0
  - 2-0
1164. Which type of suture needles have the suture material attached directly to the needle by the factory?
- Single-eyed needle
  - Curved needle
  - Swaged needle**
  - French-eyed needle
1165. When clipping the surgical site for surgery, a size \_\_\_\_\_ blade is used to remove the hair.
- 10
  - 20
  - 30
  - 40**
1166. In what order are the solutions used when performing a surgical scrub?
- Betadine scrub, Betadine solution, alcohol
  - Betadine solution, alcohol, Betadine scrub
  - Betadine scrub, water, Betadine solution
  - Betadine scrub, alcohol, Betadine solution**

1167. The term used to describe when a patient is positioned on the belly during surgery:
- a. Dorsal recumbency
  - b. Sternal recumbency**
  - c. Lateral recumbency
  - d. Medial recumbency
1168. The standard rule for is for a surgical scrub to last for \_\_\_\_\_ minutes.
- a. 5 minutes**
  - b. 10 minutes
  - c. 15 minutes
  - d. 20 minutes
1169. When gowning in sterile attire, what item of apparel is donned last?
- a. Sterile gloves**
  - b. Cap
  - c. Mask
  - d. Sterile gown
1170. All of the following are part of the “sterile field” with the exception of:
- a. The surgeon’s front above the waist including the arms
  - b. The draped patient
  - c. Dedicated operating room shoes**
  - d. The instrument tray
1171. The largest organ system of the avian body is the
- a. Integument**
  - b. Gastrointestinal
  - c. Brain
  - d. Wings
1172. New, growing feathers with a vascular supply are called:
- a. Contour
  - b. Remiges
  - c. Coverts
  - d. Blood**
1173. Which skeletal structure supports the pectoral muscles used in flight in birds?
- a. Clavicle
  - b. Operculum
  - c. Keel**
  - d. Synsacrum

1174. Which avian digestive structure is responsible for softening food and passing small portions of food into the true stomach?
- Crop**
  - Gizzard
  - Cloaca
  - Vent
1175. Which of the following is not part of an in-clinic avian physical examination?
- Thorough history
  - Visual examination
  - Complete physical examination
  - In-home observation**
1176. Which of the following is recommended to capture and restrain an avian patient?
- Gloves
  - Restraint pole
  - Towel**
  - Owner
1177. All reptiles have the ability to shed \_\_\_\_\_, so care should be taken when cleaning and handling reptiles and their environment.
- Reptiliosis
  - Salmonella spp.**
  - Avian influenza
  - Campylobacter
1178. Each species of reptile has a temperature range required for their metabolism to function properly. This is known as the:
- Neutral zone
  - Preferred warm zone
  - Optimal zone
  - Preferred optimum temperature zone**
1179. Why should lizards not be captured by the tail?
- They can turn and bite
  - They can “drop” their tail and escape**
  - The skin can be torn from the tail
  - May damage the spine
1180. Aquatic turtles will eat a diet of:
- Whole prey rats and mice
  - Dark leafy greens and vegetables
  - Meal worms, crickets, and other insect species
  - Fish, algae and leafy greens**

1181. Horses' teeth are all of the same height and they do not have a surface covering of enamel. The term for this
- Malocclusion
  - Hypsodontic**
  - Floating
  - None of the above
1182. Which skeletal component is the cannon bone of the horse?
- Second metatarsal bone
  - Third metatarsal bone**
  - Distal sesamoid bone
  - Distal phalanx (P3)
1183. The digestive system of the horse is comprised of which of the following?
- Foregut
  - Hindgut
  - Both A & B**
  - None of the above
1184. The diets formulated for horses use \_\_\_\_\_ as the major source of energy.
- Fat
  - Protein
  - Water
  - Carbohydrate**
1185. Which of the following is not a common type of feed for horses?
- Canned**
  - Roughages
  - Concentrates
  - Complete feeds
1186. Which of the following contribute to the quality of roughage?
- Free of mold
  - Soft and pliable to touch
  - Pleasant, fragrant aroma
  - All of the above**
1187. How should a horse be approached?
- Walk directly in front of them
  - Walk up from behind
  - Walk towards them at a 45-degree angle**
  - Walk towards them at a 90-degree angle

1188. Which of the following behavioral signs displayed by a horse would not indicate that a handler must use caution when handling the animal?
- Ears laid back against the head
  - Wild/frightened look in the eye
  - Head tossing
  - Lying down in the stall**
1189. The most common position for the halter and chain shank restraint is:
- Over the nose**
  - Under the chin
  - Under the lip
  - Through the mouth
1190. At what frequency should horse stalls be cleaned?
- Daily**
  - Twice daily
  - Every other day
  - Weekly
1191. A resume should contain the following information:
- Education
  - Skills
  - References
  - All of the above**
1192. Most cover letters will contain \_\_\_\_\_ covering your main points.
- Two to three paragraphs**
  - Two to three pages
  - Two to three sentences
  - None of the above
1193. A list of the total supplies and equipment needed for the immediate and long-term operations of a hospital is known as:
- Boarding form
  - Medical records
  - Card system
  - Inventory**
1194. \_\_\_\_\_ is defined as the time in which a given product is used and should be replaced.
- Turnover rate**
  - Order quantity
  - Back order
  - None of the above

1195. What term is used to describe a list for anyone working in the clinic to record anything that is running low?
- Controlled substances log
  - Wish list
  - Want list**
  - White board list
1196. Which governmental agency oversees the enforcement of the Comprehensive Drug Abuse Prevention and Control Act?
- DEA**
  - FDA
  - USDA
  - EPA
1197. Which governmental agency is responsible for licensing veterinarians to purchase or dispense controlled substances?
- DEA**
  - FDA
  - USDA
  - EPA
1198. Which drugs have a high potential for abuse and have no currently accepted medical use in treatment in the United States?
- Schedule I**
  - Schedule II
  - Schedule IV
  - Schedule V
1199. Opium and morphine are classified as:
- Schedule I
  - Schedule II**
  - Schedule III
  - Schedule IV
1200. Xanax and Valium are classified as:
- Schedule II
  - Schedule III
  - Schedule IV**
  - Schedule V
1201. Where is the controlled substance schedule designation located on a drug label?
- Upper left section**
  - Upper right section
  - Lower left section
  - Lower right section

1202. Which of the following must be stored under refrigeration?
- Medicines stored in amber bottles
  - Antibiotics
  - Vitamins
  - Vaccines**
1203. Which of the following terms describes a very strong emotional bond that ties animals and human beings together in a manner beneficial to both the pet and the human?
- Human-animal rights
  - Human-animal bond**
  - Emotional intelligence
  - Hypsodontic
1204. Which of the following should be considered with a pet euthanasia?
- Limit the amount of distractions and noise as much as possible
  - Avoid high traffic or busy times
  - Allow for the owner to spend time before and after with their pet
  - All of the above**
1205. The veterinary health-care team gives support to the client through the compassionate acts of:
- Listening and assuring owners that their emotions and feelings are normal**
  - Telling owners to get over it
  - Reminding them they can always get another pet
  - Assuring clients that no other pet owners have gone through the grief process
1206. Understanding and identifying with a person's situation and feelings is known as:
- Non-verbal communication
  - Grieving
  - Empathy**
  - Sympathy
1207. The feeling or expression of pity or sorrow for the distress of another is known as:
- Non-verbal communication
  - Grieving
  - Empathy
  - Sympathy**

1208. The refusal to admit or accept the reality of the eventual loss of the pet happens in which stage of the grieving process?
- Denial**
  - Bargaining
  - Anger
  - Guilt
  - Acceptance
1209. An attempt to resolve the pet's problem by any means possible happens in which stage of the grieving process?
- Denial
  - Bargaining**
  - Anger
  - Guilt
  - Acceptance
1210. Feeling that doing things differently would have made a difference happens in which stage of the grieving process?
- Denial
  - Bargaining
  - Anger
  - Guilt**
  - Acceptance
1211. Doubting the veterinarian's diagnosis and seeking a second opinion happens in which stage of the grieving process?
- Denial
  - Bargaining**
  - Anger
  - Guilt
  - Acceptance
1212. Which type of client is the best client for your practice?
- The A Client**
  - The B Client
  - The C Client
  - The S Client
1213. The C Clients are those who:
- Always pay their bill on time
  - Never practice preventative care
  - Offer to work off their pet's bills
  - Usually makes up 25% of clients in a practice**

1214. The most professional method of placing a caller on “hold” is to say:
- “Can you hold for two or three minutes?” Then wait for a response.**
  - “Hold please,” and do not wait for a response
  - “Hold for a few minutes, and do not wait for a response.
  - “I am putting you on hold now,” and put the caller on hold immediately
1215. Who is generally the first person to have contact with the client?
- The veterinarian
  - The veterinary technician
  - The veterinary assistant
  - The receptionist**
1216. What should the veterinary staff do when a pet owner decides to withhold a procedure or treatment from a pet?
- Report the client to the humane society
  - Perform the procedure or treatment anyway
  - Respect the client’s wishes**
  - Try to change the client’s mind.
1217. Which member of the veterinary staff is responsible for obtaining brief history, chief complaint, body weight and TPR?
- Receptionist
  - Veterinary assistant**
  - Veterinary technician
  - Veterinarian
1218. Which member of the veterinary staff will order the diagnostic tests deemed necessary base upon the patient’s history, the client’s chief complaint, and the physical examination findings?
- Receptionist
  - Veterinary assistant
  - Veterinary technician
  - Veterinarian**
1219. Which member of the veterinary staff will ensure that the appropriate diagnostic tests are performed on the patient?
- Receptionist
  - Veterinary assistant
  - Veterinary technician**
  - Veterinarian

1220. One of the employees usually wears jeans with holes in the knees and old sneakers to work. Although this member of staff is very skilled and excellent with patient care, his attire may send clients a different message. What do his clothes say about him?
- That he's the kind of person who doesn't care what people think
  - That he's sloppy and a bit unprofessional**
  - That professional attire doesn't matter if you do a good job
  - That he feels more comfortable wearing old clothes
1221. Medical records serve as a legal document of which relationship?
- Client-pet relationship
  - Client-patient-health-care team relationship**
  - Veterinarian-patient relationship
  - None of the above
1222. The medical record should reflect communications between the client and \_\_\_\_\_.
- The veterinarian
  - The veterinary technician
  - The receptionist
  - A & B**
1223. Medical records must:
- Be complete and accurate
  - Be legible
  - Not have misspellings
  - All of the above**
1224. The POMR supports an organized approach to clinical veterinary medicine and promotes great communication, team-approached patient care, and quick retrieval of patient information. POMR is an acronym for:
- Patient Operations Medical Reasoning
  - Subjective, Objective, Assessment, Planning
  - Problem Oriented Medical Record**
  - Patients' Own Medical Record
1225. Who may write information in the medical record?
- The members of the veterinary staff who provide animal care
  - Anyone on the veterinary staff who makes an important observation
  - The receptionist, veterinarian, or veterinary technician
  - Only the veterinarian or veterinary technician**

1226. Conclusions reached after the data is reviewed including a differential diagnosis is what part of the SOAP format of patient progress?
- Subjective information
  - Objective information
  - Assessment**
  - Plan
1227. Developed from the assessment and includes treatment, surgery, medication, diagnostic tests, and client communication is what part of the SOAP format of patient progress?
- Subjective information
  - Objective information
  - Assessment
  - Plan**
1228. Reason the client and patient are at the hospital is what part of the SOAP format of patient progress?
- Subjective information**
  - Objective information
  - Assessment
  - Plan
1229. information that the team receives directly from the examination, the diagnostic workup, and the interpretation of lab results is what part of the SOAP format of patient progress?
- Subjective information
  - Objective information**
  - Assessment
  - Plan
1230. The Occupational Safety and Health Act's mission is to:
- Help employers and employees reduce on the job injuries and deaths**
  - Help prevent animal abuse
  - Help develop the human-animal bond
  - None of the above
1231. Which of the following statements regarding MSDSs is NOT true?
- They provide information to help employees work with chemicals found in their work place
  - They are produced by chemical manufacturers
  - They must be provided by the company that sells the chemical or substance.
  - The MSDS is updated every 10 years**

1232. What television canine hero had the first pet insurance policy in the United States?
- a. Wishbone
  - b. Scooby-doo
  - c. **Lassie**
  - d. Eddie from Fraser
1233. Pet insurance policies are generally based upon:
- a. Species
  - b. Pet's age
  - c. Presence of preexisting conditions
  - d. **All of the above**
1234. What's the oldest purebred horse?
- a. Appaloosa
  - b. Clydesdale
  - c. **Arabian**
  - d. Palomino
1235. Morgan horses are popular because:
- a. Large size and thick coat
  - b. Wild temperament and short legs
  - c. **Small size and friendly, intelligent temperament**
  - d. Agility and small size
1236. Angus coat is usually:
- a. Gray
  - b. White
  - c. **Black**
  - d. Chestnut
1237. The Toggenburg is the oldest known:
- a. Purebred horse
  - b. Beef cattle
  - c. **Dairy goat**
  - d. Dairy cattle
1238. Recognized colors for Siamese cats are:
- a. **Seal point, blue point, lilac point, and chocolate point**
  - b. Apple point, lilac point, blue point and chocolate point
  - c. Dark point, blue point, gray point, and lilac point
  - d. Gray point, chocolate point, lilac point, and blue point

1239. Which of the following breed of horse is commonly used in parades and driving contests?
- a. Morgan
  - b. Clydesdale**
  - c. Palomino
  - d. Arabian
1240. Which breed of dog makes an excellent pet, as well as an excellent tracking dog?
- a. Beagle**
  - b. Chihuahua
  - c. German Shepherd
  - d. Golden Retriever
1241. Which breed group does the Poodle belong to?
- a. Terrier group
  - b. Herding group
  - c. Non-sporting group**
  - d. Toy group
1242. Where did the breed of Angus cattle originate from?
- a. Scotland**
  - b. Austria
  - c. The Alps
  - d. Chester County
1243. What is a rare characteristic of the Lipizzan breed?
- a. Coat gradually turning white/grey
  - b. Coat remaining a dark color**
  - c. Excelling in classical riding movements
  - d. Excelling in beauty, strength, and speed
1244. Which of these goats originated from the Alps?
- a. Toggenburg
  - b. Pygmy
  - c. Alpine**
  - d. Angora
1245. Which of these hogs must always be white?
- a. American Landrace
  - b. Duroc
  - c. Hampshire
  - d. Chester White**

1246. German Shepherds are a part of what AKC group?
- a. Working group
  - b. Herding group**
  - c. Sporting group
  - d. Toy group
1247. Which goat is commonly mistaken for a sheep?
- a. Romney
  - b. Angora**
  - c. Nubian
  - d. Toggenburg
1248. Which AKC group does a Doberman Pinscher belong to?
- a. Toy group
  - b. Sporting group
  - c. Herding group
  - d. Working group**
1249. Which rabbit is used for meat and research?
- a. Rex
  - b. New Zealand**
  - c. Dutch
  - d. Mini Lop
1250. Which breed of dog has a delicate bone structure and should not weigh over six pounds?
- a. Pekingese
  - b. Chihuahua**
  - c. German Shepherd
  - d. Beagle
1251. Which breed of goat was originated in French Cameroon in Africa?
- a. Alpine
  - b. Toggenburg
  - c. Pygmy**
  - d. Nubian
1252. What cat is a long haired breed with a characteristic pushed in face?
- a. Calico
  - b. Siamese
  - c. Persian**
  - d. Domestic Shorthair

1253. What breed of rabbit has white over the shoulders and face?
- a. Rex
  - b. Californian
  - c. Mini Lop
  - d. **Dutch**
1254. Where was the Morgan horse breed developed?
- a. Scotland
  - b. Spain
  - c. **Vermont**
  - d. Ireland
1255. How much does the average Jersey cow weigh?
- a. 790 pounds
  - b. 870 pounds
  - c. **900 pounds**
  - d. 1,200 pounds
1256. Which cat is the most common breed in the US?
- a. Persian
  - b. Calico
  - c. Siamese
  - d. **Domestic Shorthair**
1257. Which rabbit breed is a popular show pet?
- a. **Mini Lop**
  - b. Rex
  - c. Dutch
  - d. Angora
1258. Which cattle originated in Scotland, and is always red or black?
- a. Hereford
  - b. Simmental
  - c. **Angus**
  - d. Holstein
1259. What horse is born dark and turns white or grey between 6 and 10 years of age?
- a. **Lipizzan**
  - b. Appaloosa
  - c. Morgan
  - d. Arabian

1260. What dog is also known as the “Lion Dog”?
- a. Siberian Husky
  - b. Collie
  - c. Poodle
  - d. **Pekingese**
1261. Which breed of cattle is the highest producing dairy cattle?
- a. Jersey
  - b. Simmental
  - c. **Holstein**
  - d. Ayrshire
1262. Which breed of goat can yield up to 5.3 pounds of mohair?
- a. **Angora**
  - b. Toggenburg
  - c. Alpine
  - d. Nubian
1263. Which dog breed is in the Sporting group and has a coat varying from light blond to dark gold?
- a. Labrador Retriever
  - b. Collie
  - c. German Shepherd
  - d. **Golden Retriever**
1264. Which of the following is a breed of horse?
- a. Hereford
  - b. Alpine
  - c. **Morgan**
  - d. Duroc
1265. Which of the following is not a common coat color of a mouse?
- a. White
  - b. **Red**
  - c. Brown
  - d. Black
1266. What characteristic of Siamese cats makes them easy to recognize?
- a. **Color patterns**
  - b. Hair length
  - c. Legs
  - d. Nose

1267. What is the sclera of a horse?
- Color
  - White of the eye
  - Coat pattern
  - Eyelid
1268. The Shropshire is considered to be a \_\_\_\_\_ woolled breed of sheep?
- Short-
  - Medium-**
  - Long-
  - Extra-long-
1269. Keeping a veterinary practice clean is primarily the responsibility of the
- entire staff**
  - veterinary assistant
  - veterinarian
  - receptionist
1270. Which position requires medical training?
- veterinary technician**
  - receptionist
  - bookkeeper
  - kennel worker
1271. The main purpose of a procedure manual is to
- provide guidelines for filing grievances
  - outline the normal operation of the practice**
  - provide a clear understanding of the employer's benefit package
  - outline the employer's expectations of all employees
1272. Information about the proper attire for the veterinary practice in which you work will be found in the
- OSHA guidelines
  - personnel policies**
  - right-to-know station
  - procedures manual
1273. As a veterinary assistant, you should be prepared to
- work only with animals
  - perform any task as needed**
  - spend most of your time with clients
  - spend most of your time with medical records

1274. Veterinary technicians are mainly responsible for:
- scheduling appointments for patients
  - paying bills and ordering supplies
  - assisting a veterinarian in the delivery of medical care**
  - maintaining and repairing the practice's equipment
1275. Learning how to do your own job and to perform some of the duties of other staff members is called:
- cross-training**
  - multi-purpose training
  - flexibility training
  - peripheral training
1276. Which of the following tasks may legally be performed by a veterinary technician?
- diagnose medical conditions
  - prescribe medications
  - perform surgery
  - give injections**
1277. Where would what to do in case of fire and emergency be found?
- personnel manual
  - procedure manual**
  - OSHA guidelines
  - right-to-know station
1278. Where would situations when a veterinarian could be interrupted for a telephone call while he/she is with a client be found?
- personnel manual
  - procedure manual**
  - OSHA guidelines
  - right-to-know station
1279. The most common injuries in veterinary practice are caused by:
- bite wounds from animals**
  - medication
  - equipment
  - lifting heavy animals
1280. If a piece of office equipment isn't working properly, you should:
- inform a senior employee or the office manager**
  - attempt to fix it yourself
  - try to finish your task before taking action
  - call the manufacturer or supplier

1281. If you notice that the practice is running low on a particular supply, you should:
- ignore it because you don't do the ordering
  - do a complete inventory of all items
  - place an order for that item
  - add that item to the practice's want list**
1282. OSHA mandates that the employer must:
- provide Material Safety Data Sheets
  - inform all employees of potential hazards in the workplace**
  - outline the steps to be taken in the event of an accident or injury
  - assume legal responsibility for any injury or accident
1283. Which of the following is an example of medical supplies?
- Admission and discharge forms
  - Antibiotics**
  - Chemicals and cleaning solutions
  - X-ray machine
1284. Which of the following statements best describes handling animals in a veterinary practice?
- You should rely on clients to hold their own animals while you attend to them
  - All animals can be handled in the same manner
  - Always be sure to work with another staff member
  - You need to interpret an animal's behavior and body language**
1285. A footbath helps to prevent the spread of which disease?
- Toxoplasmosis
  - Giardia**
  - Rabies
  - Pasteurella
1286. What device measures an individual's exposure to X-rays?
- lead gloves
  - lead apron
  - dosimetry badge**
  - Geiger counter
1287. The first period of anesthesia delivery is called:
- scavenging
  - inhalation
  - calibration
  - induced**

1288. Equipment that has a fairly long life expectancy is known as:
- capital equipment**
  - stainless steel
  - fixed equipment
  - pharmaceuticals
1289. Who may be given information from the pet's medical records without the signed consent from the owner of the animals?
- The animal control officer**
  - Someone who buys a puppy from a breeder and wants the parents' medical history
  - Another veterinarian
  - An insurance company
1290. When receiving the mail for a veterinary practice, the front-office staff should:
- Open and read every piece of mail that comes into the practice
  - Sort the mail by addressee**
  - Throw away the junk mail and give the rest to the technician
  - Deal with routine mail, not mail that requires follow-up action
1291. Which of the following is true of a discharge form?
- It is preprinted with blanks only for the client's name and signature, the doctor's name and signature, and the date
  - It list only recommendations about diet, activity, and medication
  - It becomes part of the animal's medical record**
  - It is completed only by the veterinarian
1292. What is the primary purpose for keeping accurate, timely, and organized medical records?
- They provide clients with a summary of the treatment of their animals
  - To keep in contract with clients
  - To provide veterinarians with accurate documentation of their patients' medical histories**
  - To provide the practice with detailed information about is clients
1293. Which of the following statements is true when admitting a patient?
- The veterinary assistant is solely responsible for admitting patients
  - Animals are left only when they are sick
  - The owner of the animal must sign a consent form prior to leaving the patient**
  - The client needs to leave a credit card to guarantee payment

1294. Which medical record format is known as the conventional type?
- Problem oriented
  - Objective
  - Source oriented**
  - Subjective
1295. Which of the following would be included as subjective data on an animal's medical record?
- The animal's heart rate
  - The animal's respiration rate
  - The animal's temperature
  - The animal's attitude**
1296. Details of the patient's breed, color, sex, age, and reproductive status is called:
- SOAP
  - Purge
  - Signalment**
  - Master problem list
1297. Progress notes in a problem-oriented medical record divided into Subjective, Objective, Assessment, and Procedure sections are called:
- SOAP**
  - Purge
  - Signalment
  - Master problem list
1298. A general health record indicating problems the patient is experiencing and contains dates of inoculation, results of all tests, drug allergies, and ongoing medical conditions is called:
- SOAP
  - Purge
  - Signalment
  - Master problem list**
1299. The computer's printer is a piece of
- Software
  - Hardware**
  - A scanner
  - The entire operating system
1300. A computer network can be used to do all of the functions except:
- Share files
  - Share Internet access
  - Share printers
  - Share operating systems**

1301. Which type of network are you most likely to encounter in a veterinary practice?
- Intranet**
  - Extranet
  - Internet
  - Outernet
1302. Which should visitors to your Web site be able to find?
- Medical records
  - Medical diagnosis
  - Emergency phone number**
  - Downloadable prescriptions for controlled substances
1303. A device or program used to limit access to a server.
- Modem
  - Scanner
  - Network
  - Firewall**
1304. A high-speed Internet connection that allows another type of signal to travel over the same line simultaneously.
- Modem
  - Firewall
  - Broadband**
  - Thumb drive
1305. A company that provides Internet access through its servers.
- Broadband
  - USB flash drive
  - Internet service provider**
  - Workstation
1306. A collection of information organized into easily searchable computer files.
- Database**
  - CD-ROM
  - Broadband
  - Operating system
1307. The “brains” of the computer:
- Software
  - Word processing
  - Central processing unit**
  - Hard drive

1308. A device that allows the computer user to connect to another computer, network, or the Internet.
- Monitor
  - Printer
  - Mouse
  - Modem**
1309. When you ask a client whether or not she has ever brought her dog to the office before, she replies that she has brought her once two years ago. The client's response is called:
- Her message
  - A reference point
  - Feedback**
  - Tact
1310. What are the components of the communication process?
- Message, sender, channel, and receiver**
  - Message, interference, reference points, and communicators
  - Feedback, speaker, voice, and listener
  - Feedback, sender, channel, and message
1311. What is a monotone voice?
- A voice that doesn't show a change in feeling or pitch**
  - A pleasant voice that shows enthusiasm and warmth
  - A type of answering service that handles calls during off-hours
  - A low-pitched, rich voice often heard in speakers using a microphone
1312. A co-worker continually make derogatory comments about your smoking even though you don't smoke at work. She's even brought in literature about the dangers of smoking and posted it around your desk. You feel harassed. You should:
- Thank her for her concern and ask her to stop**
  - Tell the veterinarian
  - Report her to the Equal Employment Opportunity Commission
  - Tell her off
1313. A client leaving the exam room told the receptionist that his dog has just died. The receptionist's response is, "I'm really sorry. Losing a beloved pet is really hard." In his response, the receptionist is displaying which of the following personality traits?
- Tact
  - Empathy**
  - Courtesy
  - Patience

1314. Select the work in which the *h* should *not* be enunciated.
- Wharf
  - Why
  - Perhaps
  - Honest**
1315. A veterinary assistant has just explained to a client how to give her cat is medication. However, the client looks confused. The technician is aware that English is a second language for her and that she may not have understood the message. The client's limited English is one of her:
- Reference points**
  - Defense mechanisms
  - Personality traits
  - Nonverbal cues
1316. Three of the following remarks are insensitive to others, one is sensitive. Select the one remake that is sensitive.
- Would the children like a book to read? Here are a couple for them to choose from**
  - Mrs. L, go ahead and pour yourself a cup of coffee if there's any left. We're so backed up, you'll have to hang on
  - Mrs. L, why didn't you tell me that you're in a hurry, not that I could have done much anyway
  - Someone will have to help Mr. L when he gets here. He just can't or won't control his dog and it drives me nuts.
1317. Preconceived ideas about a group of people made without taking individual difference into account is known as:
- Paraphrase
  - Verbatim
  - Prejudice
  - Stereotype**
1318. To use different words to express the same idea
- Paraphrase**
  - Verbatim
  - Prejudice
  - Stereotype

1319. A new staff member has overbooked a veterinarian for a particular day. In addition, the veterinarian is late returning from a meeting. The waiting room is backed up and some of the clients are getting annoyed, and some of the patients are obviously uncomfortable. What should the front-office staff do?
- Make an announcement to everyone that the veterinarian is late and you have no idea when she'll arrive
  - Talk to the clients one at a time, beginning with those who will have the longest wait and ask them if they would like to reschedule or wait**
  - Talk to the clients one at a time, beginning with those who will have the shortest wait. Ask them if they would like to reschedule or wait
  - Have someone go out and try to track the veterinarian down
1320. A client tells you that her cat has had a lump on his neck for two days. What should you say to her?
- A lump is something to be concerned about
  - Try not to worry. The doctor will examine the lump and discuss your concerns**
  - Does the lump feel hard to the touch?
  - Has your cat ever been diagnosed with cancer?
1321. A member of staff has asked a client, "What brings Simba to the vet today?" The client won't speak and is glaring at her. What should your response be to the client?
- Well, I guess someone woke up on the wrong side of the bed
  - What is the problem! I was only trying to help
  - You seem to be angry with me. Have I done something to offend you?
  - Perhaps, if we knew more about how Simba was feeling, we might be able to make him a little more comfortable sooner**
1322. A client with an obviously sick dog has just walked up to the reception desk. The receptionist has never seen the dog before, and another new patient is scheduled for an appointment at this time. What should the receptionist say to the woman with the sick dog?
- Hi, you don't have an appointment do you. I'm Liz. I'll have to ask you a few questions and we'll see if there's any time available
  - The way that dog looks, it must have been sick for a while
  - Hello there and have a seat
  - Let's go into an exam room where you will be more comfortable. We can take care of the paperwork in there and the doctor will see you shortly**

1323. A client says that she thinks her cat is expecting kittens. She asks you if her cat's swollen abdomen means she's pregnant. You should reply:
- "Yes, I bet it does."
  - "Probably. My cat looked like that before, and she gave birth."
  - "I'm not sure. We'll just have to wait and see."
  - "First, let's have Dr. L examine her and he will be able to tell you if she's pregnant."**
1324. One of the employees usually wears jeans with holes in the knees and old sneakers to work. Although this member of staff is very skilled and excellent with patient care, his attire may send clients a different message. What do his clothes say about him?
- That he's the kind of person who doesn't care what people think
  - That he's sloppy and a bit unprofessional**
  - That professional attire doesn't matter if you do a good job
  - That he feels more comfortable wearing old clothes
1325. A client is explaining to a member of staff why she decided to put her elderly dog to sleep. The employee says, "That's not as bad as what happened to me." What has the employee just said to block sensitive communication? The flow of communication was blocked by this response because the staff member:
- Gave unwelcome advice
  - Diverted the client's concern, making it seem less important than his own loss**
  - Gave false reassurance
  - Moralized the conversation
1326. The assistant has been asked to call a client about a delinquent account. Which of the following is the best way to handle the call?
- Hello, is Mr. P there? No? Could you tell him Dr. T's office called about his delinquent account?
  - Hello, is this Mr. P? This is Liz from Dr. T's office. I'm sorry to have to tell you this, but if you don't pay your bill immediately we're going to send it to a collection agency
  - Hello, Mr. P. This is Liz from Dr. T's office. I'm calling because we are concerned that we have not heard from you in a while. Your account payments have always been current in the past. Would it help if we could work out a payment plan for the amount that's overdue?**
  - Hey, Pike? Hi, this is Liz from Dr. T's office. Remember me, the redhead who went to school with your nephew? Yeah, how's old Kenny doing, anyways? Listen, the reason I'm called – I really hate to have to do this, but it's business, you know? I was wondering, maybe we could work out a payment plan. A little now, then a little each month until your account is square

1327. A client and her dog enter the office and approach the front desk. At the same time, the veterinarian appears to request a file, the phone rings, and a small child in the waiting room asks you for a book. The first thing you should do is:
- Retrieve the file the veterinarian has requested
  - Greet the client who just entered with her dog**
  - Answer the phone
  - Attend to the needs of the child
1328. You should never let the phone ring more than \_\_\_\_\_ time(s).
- One
  - Two
  - Three**
  - Four
1329. Tanya wanted to work in a veterinary hospital and she loves the job, but no matter how hard she tries she never seems to be able to please her employer. She has become so stressed that she often calls in sick. She is depressed and frustrated by the constant demands of her job. What is Tanya probably suffering from?
- Burnout**
  - Temporary withdrawal
  - Regression
  - Guilt about not being able to perform
1330. Frank has been employed in a veterinary clinic for three years. He is competent and enjoys his work. Lately, however, he has been unable to get his job off of his mind. Sometimes, he even has nightmares about the amount of work he has to do, and he worried that he will never get caught up. Which of the following is a positive way for Frank to relieve his stress?
- Call in sick
  - Drink alcohol
  - Exercise**
  - See if there is anything in the drug cupboard he could take
1331. Real symptoms resulting from an emotional and physiological response to stress is:
- Regression
  - Psychosomatic illnesses**
  - Displacement
  - Defense mechanisms

1332. Attributing one's actions to logical reasons is:
- Projection
  - Intellectualization
  - Rationalization**
  - Malingering
1333. Refusing to admit or acknowledge that a traumatic, stressful situation exists in order to avoid dealing with it.
- Denial**
  - Sublimation
  - Temporary withdrawal
  - Prioritize
1334. A veterinarian should not:
- Defraud clients**
  - Provide emergency care for nonpatients
  - Release medical records to another vet with the client's permission
  - Consult on public health concerns
1335. Who has an ethical responsibility to maintain client confidentiality?
- The receptionist
  - Only the medical practitioners
  - The veterinary assistant
  - all members of the veterinary staff**
1336. Which client could not be turned away by a veterinarian?
- A client who cannot pay
  - Client with multiple pets
  - Client whose pet is in need of emergency medical care**
  - Client with livestock
1337. A verbal statement that harms a person's image or reputation, either intentionally or unintentionally is:
- Jurisdiction
  - Slander**
  - Credibility
  - Substance abuse
1338. Which member of the veterinary team can legally prescribe medication?
- Office Manager
  - Veterinary Assistant
  - Veterinary Technician
  - Veterinarian**

1339. Under which circumstances would the veterinarian not adjust or cancel a fee for service?
- a. **The pet died and the family has complained about the effect of the treatment**
  - b. The client is unemployed and homeless
  - c. The client claims he can't pay today, but he hopes to be able to pay next month
  - d. The client is the director of a nearby animal shelter
1340. In terms of billing, a veterinarian may provide treatment as a "professional courtesy" to which of the following?
- a. A client who refuses to pay the full amount
  - b. **The veterinarian's colleagues**
  - c. Third-party payers
  - d. Every customer from who you request payment
1341. As mandated by state law, what is the term for the time period during which the veterinarian may sue a client for a bad debt?
- a. Protocol for billing and collections
  - b. Equal Credit Opportunity Act
  - c. **Statute of limitations**
  - d. Truth in Lending
1342. On February 3, a client was billed for an office visit. What action should be taken by the office staff when aging accounts receivable on March 1 of the same year.
- a. Give the client a tactful collection call
  - b. Send the client a friendly written reminder
  - c. **Do nothing yet; the account is current**
  - d. Inform the client that his account will go to a collection agency if it remains unpaid the 25<sup>th</sup>

1343. In a telephone call, a new client tells the receptionist that she thinks her dog is pregnant and asks what the total fee will be for obstetric care. Which is the best response?
- a. The initial office call and examination fee is \$50. Before and after the puppies are born, each follow-up visit will be reduced to \$40. It could be more if there are problems
  - b. The total charge will depend on how many visits you make but usually the total fee from the beginning of care and a normal delivery is approximately \$400. This also includes an exam after she has whelped. If you would like to make an appointment, the doctor will be able to address all your concerns.**
  - c. I'm very sorry, but I can't really discuss fees ahead of time. I don't really know what the charge will be until I get the charge slip where the veterinarian indicates the service rendered
  - d. Oh, you shouldn't worry yourself about that. The important thing right now is to get the best possible care for your dog and her new puppies
1344. When an account is past due \_\_\_\_ days, the veterinarian may decide to turn it over to a collection agency or file a lawsuit.
- a. 30
  - b. 60
  - c. 90
  - d. 90+**
1345. Clients are most likely to pay promptly if they receive statements:
- a. Prior to the appointment
  - b. During medical treatment
  - c. At the same time each month**
  - d. When the balance due has reached 90 days
1346. Veterinary practice is doing well if its accounts receivable ratio is:
- a. Less than two months**
  - b. More than two months
  - c. Less than three months
  - d. More than three months
1347. The Employment Eligibility Verification Form is known as the:
- a. W-2
  - b. W-4
  - c. I-9**
  - d. FICA

1348. Withholding allowances, generally for the employee's spouse, children, or other dependents are:

- a. Payroll tax
- b. Gross pay
- c. Net pay
- d. **Exemptions**