RESIDENT SERVICES QUIZ

The following quiz is a combination of questions including: True or False, Fill in the Blank, Matching, Multiple Choice, and Multiple Answers. It will be indicated above the question if it is multiple answers. Place an “X” next to the best possible answer(s).

1. What does HIPPA Laws do for the healthcare industry?
   ___ a. Helps with billing for resident services
   ___b. Improves the privacy and security of resident information
   ___c. Helps create an identification system for residents
   ___d. None of the above

2. When it comes to a resident’s personal privacy, what items listed below are included: (check all answers that apply)
   ___ a. Accommodations
   ___ b. Medical Treatment
   ___c. Personal Care
   ___d. Visits with family, friends, and resident groups
   ___e. Written and telephone communications

3. In protecting a resident’s medical information, what should you do if you see medical papers left in the dining room? (select the best answer)
   ___ a. Hang on to them until you locate the resident
   ___ b. Immediately turn them into the Executive Director or Business Office
   ___c. Give them to the resident’s family
   ___d. Leave them where you found them so they can be reclaimed

4. It is legal for staff to confirm that a resident lives in the community as long as there is not a request for resident anonymity.
   ___True
   ___False

5. It is an employee’s duty to reassure residents that it is alright to address concerns or problems.
   ___ True
   ___ False

6. Ageia Health Services has a standard form to use for resident grievances.
   ___True
   ___False

7. Select the one answer that is NOT CORRECT regarding the purpose of the Ombudsman Program.
   ___ a. Advocate for rights of seniors
   ___b. Help provide a way for complaints to be heard
   ___c. Search out bad communities and report them to the state regulators
   ___d. Work with residents, families, and facility staff to find resolution to problems
   ___e. Meet the needs and concerns of the people living in residential communities
8. Hospice services are primarily designed to support individuals whose life expectancy is 6 months or less.
___ True
___ False

9. If you find a resident’s valuables left behind in a common area you should? (select the best answer)
___ a. Give it to any supervisor
___ b. Check with every resident until you find the owner
___ c. Turn it in to the business office
___ d. Keep it, you found it

10. Although we want to encourage resident visitors, it is important our residents, families, and staff are familiar with the rules governing what? (select all answers that apply)
___ a. Visiting hours
___ b. Guest sign in and out
___ c. The process for turning on the alarm system
___ d. Guest stay over
___ e. Guest meals