



Beaumont Laboratory

Grosse Pointe • Royal Oak • Troy

SCORE _____

EMPLOYEE NAME _____ DATE _____

1. If called with an auxiliary call for a client you have already passed, what would you do?
 - a. Disregard.
 - b. Say, "Already passed location, dispatch another courier."
 - c. Say "Not in the area."
 - d. Pickup the specimen; if unhappy with the decision made by the Dispatcher, see management afterwards.

2. If you receive a message for a pick up and the lock box is empty, what should you do?
 - a. Flag and leave.
 - b. Leave.
 - c. Make sure client is closed (knock on door/window), verify pick up time, call client using the PDA phone, then flag box or door and advise dispatch of the situation.
 - d. Flag; call dispatch to call client.

3. If the car is dirty inside and/or out, what do you do?
 - a. Leave a note for other driver.
 - b. Tell management.
 - c. Clean car and leave note for driver.
 - d. Clean car and tell management.

4. When you call dispatch for auxiliary calls from your last stop at the end of your shift you and / or dispatch notice an assigned auxiliary call that you did not pick-up, what do you do?
 - a. Tell Dispatcher you are passed it and too tired to go back.
 - b. Close the courier request in Soft Express and go home.
 - c. Go back and pick-up. If Dispatch has another driver available they will let you know.
 - d. Tell Dispatcher A.M. or P.M. shifts can pick up the specimens.

5. A co-worker is overwhelmed with auxiliary calls and/or supplies; do you:
 - a. Say, "Wow you have a lot of supplies and / or auxiliary calls."
 - b. Worry about your own route (supplies, auxiliary calls).
 - c. Offer to help out with supplies and / or will-calls, if possible.
 - d. Go to break and hope they are gone by the time you get back.

6. If employees are not following Beaumont policies, what do you do?
 - a. Tell other employees what you have noticed.
 - b. Ask if courier is aware of the policy, then notify dispatch or management.
 - c. Ignore situation.
 - d. Assume management is aware of problem.

COMPETENCY EXAM

7. If you are running late on your route and the gas tank is on half a tank, what would you do?
 - a. Stop; fill tank to full.
 - b. Stop; put in two gallons to get over half a tank.
 - c. Leave note "I was running late."
 - d. You did not notice how full the gas tank was.

8. If you get back from your route early or you are a STAT driver and there are not any calls, you:
 - a. Sit around until the end of you shift or until a STAT is called in.
 - b. Ask if anything needs to be done in office and check in with dispatch every 10 minutes.
 - c. Talk with other employees.
 - d. Sit in parking lot until end of your shift.

9. From a client's lockbox, you have picked up a specimen bag containing a Red, a Lavender and a Plastic transport tube, all of which are frozen; what do you do?
 - a. Warm the specimens and bring them into the lab.
 - b. Keep all specimens frozen (on dry ice), put an exception in the PDA that they were frozen, bring to lab, and inform processing.
 - c. Freeze only the transport tube.
 - d. Leave in lockbox, as they are no longer good specimens.

10. What is the proper way to transport a 24-Hour Urine container from a client's office to the lab?
 - a. In the trunk, as it cannot splash you from there.
 - b. On the floor of the vehicle.
 - c. Tied to the inside door handle of the car, ensuring uprightness of the container.
 - d. Well secured, inside the large cooler.

11. You've brought in a Sharps containers and the Sharps bins are full, you:
 - a. Pile the Sharp's container on top of the others.
 - b. Notify management that sharps are messy.
 - c. Tell dispatcher "It's not my job to clean up sharps containers."
 - d. Clean up area and notify management.

12. A visitor looks lost or stops to ask you for directions, you should:
 - a. Tell them to find an information desk and ask them.
 - b. Tell them "I don't know" and keep on walking.
 - c. Take them to the location, if you know where it is, or take them to an information desk.
 - d. Ignore the visitor and keep walking.

13. While driving, a disrespectful driver cuts you off; you should:
 - a. Pull up next to the driver and inform him/her of mistake through gestures.
 - b. Pull close to driver's bumper, thus informing driver of mistake.
 - c. Honk until driver is aware of mistake.
 - d. Allow driver to pull away from you, ensuring your own safety.

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COMPETENCY EXAM

14. Someone, other than an Emergency vehicle (Police, Fire, other emergency personal), asks you to pull over while you are driving? You have not been into an auto accident or hit a non-moving object with your vehicle. How do you respond?
- Pull over and get out of your vehicle to find out what this person wants.
 - Pull over at the nearest public place, just crack your window to talk to the person who asked you to pull over.
 - Don't stop for this person, notify the Dispatcher ASAP letting them know any and all details about the vehicle and person driving, if person is following you either drive to the police station or go to a public place, lock your doors, tell the Dispatcher where you are at so they can tell the police where you are at, if the person is harassing you, do not make any contact with them, no matter what they are doing to the vehicle, or saying to you.
 - Pull over in a dark secluded spot so you can have a private conversation, you don't want anyone to see a BRL vehicle pulled over with a courier not doing his or her job.
15. You are given a STAT pick-up request for a STAT Ammonia test that needs to be on "wet ice" but the client does not indicate the special handling need for the test upon arrival at the client's location. What do you do?
- Take the specimen back to the lab without the "wet ice"; obviously the client did not want it on ice.
 - Place the specimen in the Dry Ice cooler, place STAT in STAT bucket in Processing Lab.
 - Let the doctor know of their level of incompetence on his or her office staff, and you are telling everyone about what happened with this specimen.
 - Ask the client for "wet ice" and explain that we do not carry "wet ice" in our vehicles. If the client has "wet ice" then put the specimens in the cooler, bring back to the Processing Lab ASAP, and give this specimen to a Processing Lead or Processing Supervisor as the specimen only has a certain amount of time to be on "wet ice".
16. A client gives you supplies that need to be returned.
- Leave them in the mobile; the next courier can remove on the AM route on the next business day.
 - Leave them at the sorting table for someone else to dispose of later.
 - Throw them out, since the client did not want them anyway.
 - Verify you received a return form, scan inventory bar code from supply book at base, then take the supplies to the Storeroom, and place the supplies on the "Return Supply Shelf", marking them with the client number.
17. When you arrive back at Royal Oak, and you verify your specimens and there is one requisition left on your handheld to verify, do you:
- Manually verify the specimen, as if it were in the bucket somewhere.
 - Check the vehicle only, if it is not there then it should be in the routine buckets.
 - Go through all the specimens that you just verified, check in the vehicle that you were driving and/or check on the floor, sorting table, other buckets, and etc to find the requisition that you must verify. Notify dispatch and supervision that route summary shows a missing specimen.
 - Do not verify the specimen in the handheld, as you cannot find it.

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COMPETENCY EXAM

18. A vehicle on the road has hit you. It is evident that it is the other driver's fault, but nothing is apparently damaged; you would:
- Remember the driver's license plate number, just in case it is needed later, if asked.
 - Stop to fill out a multiple vehicle accident form.
 - Radio base to inform, notify police as needed, fill out the accident form completely, and report to EC if you feel injured upon returning to the hospital.
 - Drive away, ignoring other driver – it was not your fault, in any case!
19. For ISO we have a quality objective for our STAT TAT, from call of pick up to deliver to a lab at any of the campuses. What is our goal?
- 100% of the STATS within 3 hours
 - 90% of the STATS within 1 hour
 - 90% of the STATS within 2 hours
 - 80% of the STATS within 4 hours
20. Where are our department policies, procedures and forms located and where can the backups be found if needed.
- Online under the courier section and the backups are in a binder in the supervisors office
 - Online under the courier section and the backups are in a binder in the dispatch office.
 - We do not have any policies, procedures of forms.
 - Online under the courier section and the backups are in a binder in administration.

EMPLOYEE SIGNATURE _____

DATE _____

SUPERVISOR SIGNATURE _____

DATE _____

Along with taking this competency test, any questions that were answered incorrectly were reviewed with me and the correct answer was explained to me.

EMPLOYEE SIGNATURE _____

DATE _____

SUPERVISOR SIGNATURE _____

DATE _____

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