



## VOLUNTEER ORIENTATION PART 4 - TRAINING QUIZ

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. What does HIPAA stand for?  
Healthcare Insurance for People Against Ailments  
Health Insurance Portability and Accountability Act
2. What does PHI stand for?  
Patient Health Information  
Private Healthcare Information  
Protected Health Information
3. You are visiting with your patient and they fall and hit their head. What should you do?  
Call 9 – 1 – 1  
Call the Harmony Hospice  
Call the volunteer coordinator
4. How many seconds is recommended for handwashing?  
10 seconds  
15 seconds  
20 seconds  
30 seconds
5. Three effective communication skills are: Pause, Question for Clarity, and Paraphrase in your own words.  
True  
False
6. Communication is 35% verbal and 65% nonverbal.  
True  
False