Patient Care Tech/Patient Care Assistant/Nurse Technician Certification Program candidates please note: NHA has recently completed a new practice analysis survey and plans on implementing a new content outline based on these results. **Candidates planning on sitting for the exam prior to July 11, 2012, should study and be familiar with the following test plan.**

NHA Patient Care Tech/Patient Care Assistant/Nurse Technician Certification Program Test Plan (Prior to July 11, 2012):

- List the composition of Cells, Tissues, Organs and Systems
- Describe the correlation between cells and systems
- Identify the organs within each system and their function
- Identify and utilize the correct root word for each organ
- Explain the importance of controlling the spread of infectious organisms
- Identify the meaning of Infection, Microorganism, and Pathogen
- List the chain of infection
- Explain Universal Precautions
- Identify proper hand washing techniques as the most important step in Infection Control
- Differentiate isolation techniques and the purpose of their use
- List the equipment needed to perform a Phlebotomy procedure
- Use proper venipuncture cleansing technique
- Use a tourniquet and explain the purpose of its use
- Differentiate the two methods of draw
- List the order of draw for each method
- Identify the different needles used in Phlebotomy
- Understand the difference in the needle gauges
- Use the proper needle gauge and type for the procedure
- Differentiate the different color tubes used in phlebotomy
- Explain the purpose of the additives in the tubes
- Identify the tests, which can be taken in the presence of such additives
- Determine which color tubes to use for the tests ordered
- Identify the various special testing the technician may perform
- Explain why these tests are important in the diagnosing of diseases
- Identify normal ranges and abnormal results
- Perform the various tests and related procedures
- Recognize phlebotomy-related complications
- Identify possible life threatening complications
- Act upon the specific complication
- Properly notify Nursing personnel regarding such complication
- Discuss the various departments within the laboratory
- Explain the laboratory hierarchy, and the different personnel titles and job related duties
- Identify the collection schedules within the healthcare setting

- Differentiate the duties of the PCT within a blood collection bank
- Utilize the phlebotomy equipment ensuring patient safety, and employee safety
- Follow infection control procedure
- Observe universal precaution
- Obtain blood from the manikin
- Perform all of the tests utilizing proper technique
- List the procedures for electrocardiography
- Define Electrodes, Electrocardiograph, Electrocardiography, Electrolyte Gel
- Properly place the electrodes
- Perform a 12 lead EKG
- Connect Holter Monitors
- Perform Stress Tests
- Understand Angiocardiographic studies, Cardiac Catherization
- Use the proper Medical Terminology associated with EKG testing
- List the characteristics needed to be a successful member of the healthcare team
- List the duties of a Patient Care Associate/Technician
- Explain how interpersonal relations influence the well-being of the patient
- Describe the purpose of the interdisciplinary team
- Demonstrate professional attitude
- List ergonomic techniques, which can prevent incidents
- Demonstrate the correct use of body mechanics
- Use equipment safely
- Describe the proper use of oxygen and related safety
- Identify proper fire safety techniques
- Follow proper evacuation procedure guidelines
- List general measures to take in the event of an emergency
- Recognize the emergency situations
- Explain the purpose of the patient’s bill of rights
- Follow the rule of personal liability
- Discuss and interpret informed consent
- Observe DNR orders
- Describe the legalities involving the patient’s medical record
- Observe patient confidentiality
- Describe the laws pertaining to medicine
- Discuss quality assurance procedures
- Communicate with the patient, family members and staff
- Use the communication process

- Be aware of the body language being used
- Discuss the proper tone to use when communicating in different scenarios
- Receive, record proper phone messages
- Make subjective/ objective observation
- The student will demonstrate understanding of the theory of Patient Care Technician by scoring a minimum of 70% on the National Certification written exam.

Total exam time allowed prior to July 11th: 3 hours and 30 minutes
Total number of questions on examination prior to July 11th: 200 multiple choice items