

VTNE Self Study: Domain 10

Communication & Veterinary Professional Support Services — 20 Practice Questions

1. A veterinary technician is documenting a patient's medical record. Which entry is MOST appropriate?

- A. "Owner was difficult and overreacting."
- B. "Patient was being dramatic."
- C. "Patient vocalized during abdominal palpation; veterinarian notified."
- D. "Patient seemed unhappy."

2. Which communication technique BEST demonstrates active listening?

- A. Interrupting to provide a solution
- B. Maintaining eye contact, listening without interrupting, and summarizing what the client said
- C. Looking at the computer while the client speaks
- D. Immediately correcting the client's misunderstanding

3. A client arrives with an elderly Labrador that suddenly cannot stand. The client is crying and repeatedly asks, "Is he going to die?" What is the technician's BEST response?

- A. "I'm sure he'll be fine."
- B. "I don't know."
- C. "We're going to have the doctor assess him immediately. I know this is frightening, and we'll keep you updated every step of the way."
- D. "Please wait until the doctor is available."

4. A veterinary technician notices an incorrect medication dose written on a treatment sheet. What should they do FIRST?

- A. Give the medication as written.
- B. Correct the treatment sheet without telling anyone.
- C. Verify the order with the veterinarian before administering the medication.
- D. Ask another technician to decide.

5. Which statement regarding medical records is TRUE?

- A. Only abnormal findings should be documented.
- B. Medical records should contain objective, factual information.
- C. Personal opinions are acceptable if accurate.
- D. Documentation can be completed at the end of the week.

6. A hospitalized patient's respiratory rate increases significantly, and the mucous membranes become pale. What is the technician's BEST action?

- A. Wait until rounds.
- B. Continue monitoring.
- C. Notify the veterinarian immediately and document the changes.
- D. Call the owner first.

7. Which example BEST demonstrates patient advocacy?

- A. Ignoring an equipment malfunction.
- B. Questioning a medication dose that appears unusually high before administration.
- C. Waiting until the end of the shift to mention a concern.
- D. Allowing a break in sterility to continue.

8. A client asks a technician whether their pet has cancer before the veterinarian has spoken with them. The BEST response is:

- A. "Yes, it definitely looks like cancer."
- B. "I don't think it's serious."
- C. "The veterinarian will discuss the test results with you as soon as they are available."
- D. "Search online while you wait."

9. A client calls and says their dog is having difficulty breathing. What information is MOST important?

- A. Last grooming appointment
- B. Favorite food
- C. Whether the dog is currently in respiratory distress and how soon they can arrive
- D. Vaccination history only

10. Which of the following is considered appropriate client education?

- A. Explaining how to administer medications at home.
- B. Diagnosing a disease.
- C. Changing the veterinarian's treatment plan.
- D. Prescribing a new medication.

11. A technician notices a coworker becoming frustrated with a client. What is the BEST response?

- A. Ignore the situation.
- B. Join the argument.
- C. Offer assistance while maintaining professionalism and supporting both the client and coworker.
- D. Tell the client they are wrong.

12. During discharge, a client says, "I don't understand how to give these medications." The technician should:

- A. Hand them the medications and leave.
- B. Explain the instructions using simple language and confirm the client's understanding.
- C. Tell them to read the label later.
- D. Ask them to search online.

13. Which statement is an example of objective documentation?

- A. "Owner was rude."
- B. "Patient appears lazy."
- C. "Patient vomited twice after receiving medication."
- D. "Patient was acting weird."

14. Which action falls within a veterinary technician's scope of practice?

- A. Diagnosing diabetes.
- B. Prescribing antibiotics.
- C. Educating a client on medication administration prescribed by the veterinarian.
- D. Performing surgery independently.

15. A client becomes angry because they have been waiting longer than expected. What is the BEST technician response?

- A. "We're busy."
- B. "You'll have to wait."
- C. "I understand your frustration. Thank you for your patience. I'll check on your pet's status and provide an update."
- D. Ignore the client.

16. Which of the following is considered confidential information?

- A. A hospitalized patient's medical record
- B. Hospital hours
- C. General vaccine recommendations
- D. Staff lunch schedule

17. A technician receives a phone call from someone claiming to be the owner requesting laboratory results. What should the technician do FIRST?

- A. Immediately release the information.
- B. Verify the caller's identity according to hospital policy before discussing the patient's record.
- C. Tell them everything.
- D. Send a text message with the results.

18. Which communication strategy helps reduce medical errors?

- A. Assuming everyone understands.
- B. Repeating and confirming critical information during handoffs.
- C. Avoiding documentation.
- D. Waiting until the end of the shift to communicate changes.

19. During surgery, the technician notices contamination of the sterile field. The BEST action is to:

- A. Continue because the surgery has already started.
- B. Ignore the contamination.
- C. Immediately notify the veterinarian and replace contaminated items.
- D. Wait until surgery is complete.

20. Which statement BEST reflects professionalism?

- A. Discussing patient cases on social media.
- B. Maintaining confidentiality, communicating respectfully, and acting with integrity.
- C. Sharing client information with friends.
- D. Documenting only when convenient.

Answer Key & Explanations

Domain 10: Communication & Veterinary Professional Support Services

1. **C** — Documentation should be factual and objective
2. **B** — Active listening builds trust and improves communication
3. **C** — Provide empathy while prioritizing patient care
4. **C** — Verify questionable medication orders before administration
5. **B** — Medical records should be objective and complete
6. **C** — Significant patient changes require immediate communication
7. **B** — Patient advocacy includes speaking up about safety concerns
8. **C** — Stay within scope of practice
9. **C** — Assess the emergency and facilitate rapid care
10. **A** — Client education is a technician responsibility
11. **C** — Support professionalism and de-escalation
12. **B** — Confirm understanding using clear communication
13. **C** — Objective observations belong in the medical record
14. **C** — Technicians educate clients but do not diagnose or prescribe
15. **C** — Acknowledge emotions and provide an update
16. **A** — Medical records are confidential
17. **B** — Verify identity before releasing patient information
18. **B** — Closed-loop communication reduces errors
19. **C** — Patient safety and sterility come first
20. **B** — Professionalism includes integrity, respect, and confidentiality

Scoring Guide

18–20 Correct: VTNE Ready | 15–17 Correct: Strong Understanding | 12–14 Correct: Review Needed in Key Areas | Below 12: Focused Study Recommended