MULTIPLE CHOICE QUESTIONS

Section 1

LEGAL AND ETHICAL FRAMEWORKS

The Legal Framework of Health Administration

1.1 Select True or False in relation to the following statements.

a) International treaties and conventions such as the *Universal Declaration of Human Rights* have influenced the formation of legislation in Australia.

True [x]  False [ ]

b) Only certain groups of people are protected under the *Universal Declaration of Human Rights*.

True [ ]  False [x]

c) One of the Articles of the *Universal Declaration of Human Rights* states that “all are equal before the law and are entitled without any discrimination to equal protection of the law.”

True [x]  False [ ]

Integrating Your Knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this section of the Study Guide.

1.2 Select True or False in relation to the following statements.

a) Breaching an ethical principle contained in the AAPM’s *Code of Ethical Conduct* may result in a violation of the client’s rights and well-being.

True [x]  False [ ]

b) The legal requirements that health administrators must abide by are developed and monitored by the Australian Association for Practice Managers.

True [ ]  False [x]

c) If the Australian Association for Practice Managers finds that a health administrator has breached an ethical standard, they will either fine or imprison the health administrator (depending upon the seriousness of the breach).

True [ ]  False [x]

d) Health administrators are legally obligated to provide a non-discriminatory service.

True [x]  False [ ]

Section 2

LEGAL AND ETHICAL HEALTH ADMINISTRATION

Respecting Client Privacy and Confidentiality

2.1 Select True or False in relation to the following statements.

1. In situations in which a health administrator is advocating on behalf of a client there is no need to obtain the client’s permission to divulge their personal information because the health administrator is acting in the best interests of the client.

True [ ]  False [x]

1. Health administrators must take all reasonable steps to inform their clients of any limitations to confidentiality that arise within the setting of the allied health work.

True [x]  False [ ]

1. Health administrators should take care to provide privacy for treatment sessions.

True [x]  False [ ]

Client Safety and Well-being

2.2 Select True or False in relation to the following statements.

1. A health administrator who engages in sexual misconduct is typically acting in violation of their code of ethics and professional standards, organisational policies and procedures, and their duty of care.

True [x]  False [ ]

1. It is the health administrator’s responsibility to establish and maintain appropriate practitioner-client boundaries.

True [x]  False [ ]

2.3 Select True or False in relation to the following statements.

a) Health administrators are responsible for ensuring that they reach agreement with their clients about the terms on which treatment is being offered.

True [x]  False [ ]

b) The client is ultimately responsible for deciding whether or not to participate in treatment.

True [x]  False [ ]

2.4 Select True or False in relation to the following statements.

a) Obtaining informed consent can be as simple as asking the client to sign a contract – no further discussion is required.

True [ ]  False [x]

1. It is the client’s responsibility to ask questions about the allied health service in order to ensure that they have sufficient information to give their informed consent.

True [ ]  False [x]

2.5 Select True or False in relation to the following statements.

1. WHS policies and requirements for workers can typically be found in an organisation’s policies and procedures manual.

True [x]  False [ ]

1. Work Health and Safety is the employer’s responsibility only.

True [ ]  False [x]

1. If you are unsure about a particular WHS policy or procedure you should seek clarification from your supervisor.

True [x]  False [ ]

1. It is the employer’s responsibility to develop WHS policies and procedures to ensure compliance with WHS legislations.

True [x]  False [ ]

1. While all workers should know about Work Health and Safety and the WHS policies and procedures of their organisation, they are not required to comply with them – only specialist WHS workers need to actively comply with WHS policies and procedures.

True [ ]  False [x]

2.6 Select True or False in relation to the following statements.

1. Clients have the right to make a complaint and health administrators should treat complaints seriously and follow their organisation’s policies and procedures to appropriately manage any client complaints.

**True** [x]  False [ ]

1. Complaints should be viewed as source of feedback about the service which can lead to improvements being made to the service.

**True** [x]  False [ ]

1. Health administrators should not explain complaints procedures to clients as it might encourage clients to complain unnecessarily.

True [ ]  **False** [x]

1. Information about complaints processes can typically be found in an organisation’s policy and procedures manual.

**True** [x]  False [ ]

Integrating Your Knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this section of the Study Guide.

2.7 Select True or False in relation to the following statements.

1. It is your duty of care as a health administrator to ensure that your client improves after receiving services.

True [ ]  **False**  [x]

1. There is no legal requirement for health administrator’s competency therefore health administrators will not be penalised for failure to provide competent service.

True [ ]  **False**  [x]

Section 3

FULFILLING LEGAL AND ETHICAL RESPONSIBILITIES

Managing Ethical Dilemmas

3.1 Boundaries and dual relationships are common sources of ethical dilemmas. Which of the following statements is **not** true about boundaries/dual relationships?

1. Dual relationships cannot always be avoided.
2. When the possibility of a dual relationship occurs it is important for the health administrator to engage in ethical decision making processes and decide upon appropriate actions to manage potential boundary issues.
3. Health administrators should discuss issues relating to dual relationships with their supervisor before making a decision.
4. **Dual relationships are typically only entered into when they are of more benefit to the allied health professional/health administrator than the client.**

*Your response:* D