**Questions:**

1. **What is the primary role of a Telehealth Services Coordinator?**
   * A) To diagnose medical conditions remotely
   * B) To coordinate telehealth services for patients and healthcare providers
   * C) To handle only billing services for telehealth
   * D) To transport patients within a healthcare facility  
     **Answer:** B) To coordinate telehealth services for patients and healthcare providers
2. **Which of the following is essential when promoting telehealth services?**
   * A) Ignoring patient feedback
   * B) Adhering to established protocols
   * C) Only promoting to existing patients
   * D) Limiting service promotion to urban areas  
     **Answer:** B) Adhering to established protocols
3. **What is a key consideration when setting up a teleconsultation?**
   * A) Ensuring privacy and confidentiality
   * B) Selecting the loudest location for the setup
   * C) Using outdated equipment
   * D) Limiting access to only one patient per day  
     **Answer:** A) Ensuring privacy and confidentiality
4. **Why is it important to manage biomedical instrumentation services?**
   * A) To enhance the telehealth coordinator's credentials
   * B) To ensure telehealth equipment functions correctly
   * C) To decrease patient satisfaction
   * D) To limit healthcare access  
     **Answer:** B) To ensure telehealth equipment functions correctly
5. **Which of the following tasks falls under the responsibility of a Telehealth Services Coordinator?**
   * A) Performing surgical procedures
   * B) Assisting in the preparation of telehealth consultations
   * C) Diagnosing patient conditions
   * D) Prescribing medications  
     **Answer:** B) Assisting in the preparation of telehealth consultations
6. **How should telehealth services be promoted to communities with limited healthcare access?**
   * A) By providing free services to all community members
   * B) By focusing on increasing awareness and explaining benefits
   * C) By ignoring areas with limited healthcare access
   * D) By sending emails only  
     **Answer:** B) By focusing on increasing awareness and explaining benefits
7. **What is one way a Telehealth Services Coordinator can assist healthcare providers?**
   * A) By prescribing medications
   * B) By obtaining patient information and performing tele-diagnostic tests
   * C) By performing surgical procedures
   * D) By handling insurance claims  
     **Answer:** B) By obtaining patient information and performing tele-diagnostic tests
8. **Which is a crucial step in managing the telehealth facility?**
   * A) Ignoring software updates
   * B) Regularly updating patient records
   * C) Restricting access to one healthcare provider only
   * D) Delaying equipment maintenance  
     **Answer:** B) Regularly updating patient records
9. **Why is it important to liaise with healthcare providers and other personnel for telehealth services?**
   * A) To ensure efficient and seamless service delivery
   * B) To reduce the number of patients using telehealth services
   * C) To maintain service exclusivity for certain patients
   * D) To limit access to the telehealth facility  
     **Answer:** A) To ensure efficient and seamless service delivery
10. **Which personal quality is essential for a Telehealth Services Coordinator when handling patient queries?**
    * A) Impatience
    * B) Empathy and good communication skills
    * C) Authoritarian attitude
    * D) Indifference to patient concerns  
      **Answer:** B) Empathy and good communication skills
11. **What is a key responsibility when managing telehealth consultations?**
    * A) Ensuring all consultations are recorded and broadcast publicly
    * B) Maintaining a secure and private consultation environment
    * C) Allowing unrestricted access to anyone
    * D) Overcharging patients for consultations  
      **Answer:** B) Maintaining a secure and private consultation environment
12. **What should be done if telehealth equipment malfunctions during a consultation?**
    * A) Continue with the consultation regardless
    * B) Immediately address the issue or reschedule if needed
    * C) Ignore the malfunction
    * D) Blame the patient for the issue  
      **Answer:** B) Immediately address the issue or reschedule if needed
13. **Why is it important to ensure proper bio-medical waste disposal in a telehealth setting?**
    * A) To reduce costs
    * B) To prevent environmental hazards and ensure infection control
    * C) To simplify facility management
    * D) To increase waste production  
      **Answer:** B) To prevent environmental hazards and ensure infection control
14. **What type of training might a Telehealth Services Coordinator need to facilitate teleconsultations effectively?**
    * A) Medical surgical training
    * B) Training in telecommunication technology and equipment management
    * C) Legal training
    * D) Fashion design training  
      **Answer:** B) Training in telecommunication technology and equipment management
15. **When preparing for a teleconsultation, which is a crucial step for the Telehealth Services Coordinator?**
    * A) Ignoring the audio and video quality
    * B) Ensuring equipment is functional and the internet connection is stable
    * C) Preparing to perform medical procedures
    * D) Asking patients to bring their own devices  
      **Answer:** B) Ensuring equipment is functional and the internet connection is stable