

Health Academy Program

Patient Care Technician Exam Blueprint

The Patient Care Technician Program (PCT) assists nursing specialist by having the basic skills needed to care for patients in various health care facilities.

PCT consists of **3 practical encounters** with a total of 10 minutes each. Each encounter includes components related to Communication and Interpersonal skills, Basic English skills, and Practical skills.

The exam is designed to assess the examinees' ability to competently apply their professional patient care technician program skills and knowledge in the healthcare system.

The intent is to ensure that examinees encounter a broad spectrum of situations reflecting common and important incidents, as well as people with a variety of backgrounds and personalities. The criteria used to create individual examinations focus primarily on complaints and conditions.

Scoring

PCT is a pass/fail examination. Examinees are scored in 3 separate subcomponents:

1. Communication and Interpersonal Skills (CIS)
2. Basic English Proficiency (BEP)
3. Integrated Practical Encounter (IPE)

Scoring of the PCT Subcomponents

Examinees are scored in three separate subcomponents. Each component is assessed multiple times in various stations. Each of the three subcomponents must be passed (60% or more) in a single administration in order to achieve a passing performance.

Communication and Interpersonal Skills (CIS)

The CIS subcomponent includes assessment of the communication skills in fostering relationship, gathering information, providing information, helping and supporting emotions. CIS performance is assessed by using a checklist based on observable behaviors.

Examinees demonstrate the ability to foster the relationship by listening attentively, showing interest, and by demonstrating genuineness, caring, concern and respect.

Examinees demonstrate skills in gathering information by use of open-ended techniques that encourage to explain the situation at hand, and by developing an understanding of the expectations and priorities and/or how the issue has affected the facility/patient/healthcare.



Examinees demonstrate skills in providing information by use of terms the others can understand, and by providing reasons that the others can accept. These statements need to be clear and understandable and the words need to be those in common usage. The amount of information provided needs to be matched to the need, preference, and ability.

Examinees demonstrate ability to support emotions when a situation warrants by seeking clarification or elaboration of the feelings and by using statements of understanding and support.

Basic English Proficiency (BEP)

The BEP subcomponent includes assessment of clarity of spoken English communication within the context of the health facility (for example, pronunciation, word choice, and minimizing the need to repeat questions or statements).

BEP performance is assessed using a global rating scale, where the rating is based upon the frequency of pronunciation or word choice errors that affect comprehension, and the amount of listener effort required to understand the examinee's questions and responses.

Integrated Practical Encounter (IPE)

The IPE subcomponent includes assessments of both data gathering, interpretation, and intervention skills. Scoring for this subcomponent consists of a checklist and global ratings.

Appendix A

List of Communication and Interpersonal Skills

Good communication can help PCTs deliver accurate, effective health care assistant while bad communication can result in errors and mistakes that could endanger a patient. Interactions with supervisor/charge nurse, other medical and health care staff, patients, and their families will certainly be an integral part of any PCT job.

- **Listening and Communication (both verbal and written)**
 - Listening is essential to good communication and it is important for PCT. Listen carefully to RN instructions, and patients concerns.
 - Patient Care Technician are responsible for answering questions when needed within scope as PCT or refers to RN as appropriate and communicate effectively with patient, her/his family and members of health care team.
 - Reports to supervisor/charge nurse any observations and/ or concerns about the patient's condition without delay.
 - Records require details of patient care in manual and computerized records within the scope of the PCT under the supervision of the RN.





- **Ethics and Empathy**

- You cannot be an effective PCT if you do not care about your patients as human beings. Therefore, building a positive environment and supporting professional relationships with patient is significant task for PCT job.
- Maintain person confidentiality all the times.

- **Accuracy**

- Direct patient to relevant areas for investigations, giving written information as required.
- Carry out delegated duties and tasks as assigned by RN.



Appendix B

List of Practical Skills

- Hand Hygiene and Hand Washing.
- Putting on and Taking off Personal Protective Equipment (PPE) Correctly.
- Opening and Closing a Trash Bag Correctly.
- Applying Different Types of Infection/ Isolation Precautions:
 - Standard Precautions.
 - Transmission-Based Precautions.
 - Airborne Precautions.
 - Droplet Precautions.
 - Contact Precautions.
- Making an Unoccupied and an Occupied Bed.
- Checking Body Temperature.
- Assessing Pulse Rate.
- Assessing Respiration Rate.
- Assessing Blood Pressure.
- Measuring Blood Sugar.
- Assessing Pain Level.
- Measurement of Weight and Height.
- Brushing and Combing a Person's Hair.
- Washing a Person's Hair in Bed.
- Assisting a Person with Shaving Using a Safety Razor and an Electric Razor.
- Assisting a Person to Dress and Undress.
- Assisting a Person with Hand and Foot Care.
- Assisting a Person with Perineal Care.
- Giving a Person a Complete Bed Bath.
- Assisting a Person with a Shower or Tub Bath.
- Helping a Person to Walk.
- Repositioning a Person in Bed or a Chair.
- Transferring a Person from a Bed to a Chair, and from a Chair to a Bed.
- Using Elastic Stockings and a Pneumatic Device.
- Using a Mechanical Lift to Transfer a Person from a Bed to a Chair.
- Helping a Person to Eat.
- Helping a Person Use a Toilet, Portable Commode, Bedpan, or Urinal.
- Applying a Condom Catheter.
- Measuring Urine Output.
- Obtaining Urine and Stool Specimens.
- Providing Catheter Care for a Person with a Urinary Catheter.
- Emptying a Urine Drainage Bag.
- Changing an Ostomy Appliance.



Appendix C

List of Common English Language Terminology

Glossary

A

Abandonment: withdrawal of one's support or help from another person, despite having the responsibility to provide this support or help.

Abuse: the willful infliction of injury or harm on another.

Accreditation: official recognition by a professional association or non-government agency that the facility provides care to a certain standard.

Acquired immunodeficiency syndrome (AIDS): a condition caused by the human immunodeficiency virus (HIV) that results in a breakdown of the body's defense systems.

Activities of daily living (ADLs): routine tasks of everyday life, essential for meeting a person's basic physical needs.

Acute care setting: a health care setting that specializes in providing care to people who become sick or injured suddenly, or who have other conditions that require short-term health care.

Acute condition: an illness or injury that develops rapidly and usually resolves completely, after a period of time, with treatment.

Acute pain: pain that occurs suddenly with injury, with illness or from surgery; lasts less than 6 months and lessens as tissue heals.

Admission: a person's formal entry into the health care setting.

Age-related memory impairment: difficulties remembering or recalling information, or learning new information that occur with normal aging and do not impair a person's ability to carry out normal routines and activities

Agnosia: the inability to interpret sensory input to recognize familiar things or people.

Alignment: correct positioning of body parts relative to each other to maintain good posture.

Ambulation: the medical term for walking.

Amnesia: memory loss.

Angina: chest pain that occurs because the heart is not getting enough oxygen.

Anorexia: loss of appetite.

Anxiety: a feeling of unease, dread or worry.

Aphasia: problems with communication resulting from damage to the brain.

Appetite: desire for food.



Apraxia: the inability to plan and perform purposeful motor movements to complete a task despite having the ability and the desire to perform the task.

Arthritis: a condition that causes joints to become inflamed, swollen, stiff and painful.

Aspiration: inhalation of fluids or other foreign materials into the lungs.

Aspiration pneumonia: pneumonia that occurs when foreign material (such as food or vomit) is inhaled into the lungs.

Assault: an action that causes a person to fear being touched in a harmful or unwelcome way.

Assertive: adjective used to describe a person who is able to state his or her feelings and needs in a direct way, while still respecting the feelings and needs of others.

Asthma: an illness in which certain substances or conditions, called “triggers,” cause inflammation and constriction of the airways, making breathing difficult.

Atrophy: loss of muscle mass.

Automated external defibrillator (AED): a device that delivers a defibrillation shock automatically or with the push of a button to help the heart restore an effective pumping rhythm.

B

Balance: stability achieved through the even distribution of weight.

Baseline: initial measurements that are taken to be compared with measurements taken later on.

Battery: touching another person in a harmful or unwelcome way.

Benign: noncancerous.

Bereavement care: care that is provided for people who are grieving after a loved one dies.

Bloodborne pathogen: a disease-causing microbe that is transmitted through contact with an infected person’s blood.

Body fluids: liquid or semiliquid substances produced by and released from the body, such as blood, urine, feces, saliva, mucus, vomit, semen, vaginal secretions, breast milk, wound drainage and sweat.

Body mechanics: using the body in a safe and efficient way to avoid placing unnecessary strain on muscles and joints.

Bony prominence: parts of the body where there is only a thin layer of fat and muscle between the skin and the underlying bone or cartilage.



C

Calorie: the unit of measure used to describe the amount of energy a food supplies.

Cancer: the abnormal growth of new cells that crowd out or destroy other body tissues.

Cardiopulmonary resuscitation (CPR): a technique used to sustain breathing and circulation for a person who has gone into cardiac arrest.

Care plan: a document that details the care the person requires, as well as the methods, equipment and frequency for providing that care.

Catastrophic reaction: an intense emotional and behavioral outburst over a seemingly small event, seen in people with dementia.

Cerebrovascular accident: a disorder that occurs when blood flow to part of the brain is blocked, causing the brain cells to die; also called a "stroke".

Chain of infection: the six requirements that must be met before an infection can pass from one person to another.

Chemotherapy: the use of drugs to stop or slow the growth of cancer cells.

Chronic condition: an illness or injury that is ongoing and usually requires continuous treatment to manage.

Chronic heart failure: a condition that occurs when the heart is damaged or weak and is unable to effectively pump blood throughout the body.

Chronic obstructive pulmonary disease (COPD): a term used to describe lung disorders that make it difficult for air to enter or leave the lungs.

Chronic pain: pain that lasts longer than 6 months.

Circumcision: surgical removal of the foreskin of the penis.

Client: a person who receives care in his or her home.

Closed bed: a bed where the bedspread is pulled up to cover the linens.

Cognition: thinking processes, which include memory, reasoning, judgment and language.

Cognitive impairment: problems with thinking processes involving memory, reasoning, judgment and language.

Comfort (supportive) care: care that makes the person more comfortable but does not prolong the person's life, such as oxygen therapy, the administration of pain medications and personal care.

Compassion: the quality of recognizing another person's hardship, accompanied by a desire to help relieve that hardship.

Communication: the process of giving and receiving information.



Condom catheter: a condom-like device that is placed over a man's penis and is connected by tubing to a drainage bag to collect urine; used in the management of incontinence.

Constipation: difficult elimination of dry, hard feces.

Contaminated: soiled with pathogens.

Contracture: a condition that results when a joint is held in one position for too long, causing the tendons to shorten and become stiff, resulting in loss of motion in the joint.

Coordination: the use of direction and force for purposeful action.

Cover letter: a brief letter to a potential employer explaining why you are interested in the job and the organization, and summarizing the qualifications and experience you have that makes you an appropriate candidate for the job.

Culture: a shared set of beliefs, values, customs and practices that characterizes a group of people or a society.

Cuticle: the skin along the edge of the nail.

D

Defecation: the elimination of solid waste from the body.

Dehydration: too little fluid in the body.

Delegation: the process of giving another person the authority and responsibility to complete a task on one's behalf.

Delirium: a rapid change in cognition that is related to chemical changes in the body
delusion: a fixed, false belief.

Dementia: a term used to describe a cluster of symptoms involving progressive decline in memory and thinking abilities, such as the use of language and the ability to reason and make judgments.

Depression: a mental health disorder characterized by a persistent feeling of sadness.

Diabetes: a disorder characterized by the body's inability to process glucose (sugar) in the bloodstream.

Dialysis: a treatment that replaces the function of the kidneys by removing waste products and excess fluid from the body.

Diarrhea: the frequent passage of loose, watery feces.

Diet: the food and beverages a person consumes.

Dietitian: a health care professional who has specialized knowledge and training in the field of nutrition.

Disaster: a severe event that causes widespread damage and destruction, affecting many people and disrupting normal functioning of the community.



Discharge: a person's formal release from the health care setting where he or she is currently receiving care.

Discharge planning: a process that involves identifying the person's ongoing care needs and making arrangements to have those needs met after the person leaves the facility.

Disinfectant: a chemical solution used to kill microbes on an object or surface.

Do-not-resuscitate (DNR) order: an order to withhold cardiopulmonary resuscitation (CPR) in the event of cardiopulmonary arrest.

Dyspnea: labored, difficult breathing.

E

Edema: too much fluid in the body.

Emergency: a situation that arises suddenly and requires immediate action to keep a person safe.

Empathy: the quality of seeking to understand another person's situation, point of view or feelings.

Employee orientation: an informational session conducted with new employees within the first few days of employment, during which the employee is given information about the organization's policies and procedures and the benefits employees are entitled to receive.

Enema: the introduction of fluid into the bowel through the anus to remove feces from the bowel.

Entrapment: an injury that occurs when a person's head or other body part becomes trapped between, under, or on the side rails, or between the mattress and the side rail.

Epilepsy: a chronic seizure condition.

Ethical dilemma: a situation where there may be more than one good or moral solution, depending on one's point of view.

Ethics: moral principles or standards that we use to decide the correct action to take.

Ethics committee: a group of people representing many different areas of expertise and with an in-depth knowledge of ethical principles that is brought together to help resolve ethical dilemmas.

Expressive aphasia: the inability to use language to express oneself, verbally or in writing (or both).



F

Family-centered care: a philosophy of caring for injured or ill children that emphasizes an open, working relationship among health care providers, the child and family members.

Fecal impaction: a serious form of constipation that occurs when constipation is not relieved and feces build up in the bowel until the bowel is almost completely blocked.

Feces: solid body waste.

Fever: a temperature that is higher than the normal range.

Fiber: a substance found in foods that helps the digestive tract function properly and lowers the risk for conditions such as heart disease and diabetes.

First aid: care that is provided to an injured or ill person while waiting for more advanced help to arrive.

Fowler's position: a variation of supine position where the head of the bed is raised 45 degrees.

Fraud: lying to gain profit or advantage.

Friction: rubbing of two surfaces against each other.

G

Glucose: the body's most basic source of energy.

Grief: intense sadness that occurs as a result of loss.

H

Hallucination: seeing, hearing, tasting, smelling or feeling something that does not exist.

Hangnail: ragged and torn cuticle.

Harassment: ongoing behavior that causes significant distress to another person.

Health care-associated infection: an infection that a person gets while receiving care in a health care facility.

Health care team: a group of people with specialized knowledge and skills who work together to provide personalized quality care that meets the person's physical, emotional, social and spiritual needs.

Hemiparesis: weakness on one side.

Hemiplegia: paralysis on one side.

Hepatitis: inflammation of the liver.



High-efficiency particulate air filter (HEPA) mask: a special type of mask that filters out very small droplets suspended in the air (aerosols).

High Fowler's position: a variation of Fowler's position where the head of the bed is raised 90 degrees.

Homebound: adjective used to describe a person who is unable to leave his or her home without assistance.

Hospice: a model of care that focuses on providing supportive care to people who are dying, and on supporting their families, during the end-of-life period.

Human development: social, emotional and cognitive changes that a person experiences as he or she grows older.

Human growth: physical changes that a person experiences as he or she grows older.

Human immunodeficiency virus (HIV): a bloodborne pathogen that invades and destroys the cells that help to fight infections.

Hyperglycemia: excessively high blood-glucose levels.

Hypertension: (1) high blood pressure; (2) a disorder characterized by chronically high blood pressure.

Hypoglycemia: excessively low blood-glucose levels.

Hypotension: low blood pressure.

Hypothermia: a temperature that is lower than the normal range.

I

Immobility: the state of not moving.

Incident: anything unusual that happens to a person receiving care, a staff member or a visitor to the facility and has the potential to cause harm.

Incontinence: the inability to control the release of urine or feces.

Indwelling urinary catheter: a small tube inserted through the urethra into the bladder that is left in place to drain urine from the bladder on a continuous basis.

Infection: a disease caused by the growth of pathogens in the body.

Infection control: actions taken to control the spread of microbes that can cause disease.

Influenza: a highly contagious viral infection that affects the respiratory tract.

Informed consent: permission given by a patient, resident or client (or the person authorized to make decisions on the patient's, resident's or client's behalf) to go ahead with a treatment or procedure.

Ingrown toenail: a condition that occurs when the toenail is trimmed too short and the edge curls down and grows into the neighboring skin.



Inpatient care: care that is provided in a hospital or other acute care setting that requires at least one overnight stay.

In-service training: additional training offered by an employer to employees, designed to teach new skills and knowledge or keep existing skills and knowledge current.

Insulin: a hormone that causes glucose to be moved from the bloodstream into the cells.

Intimacy: the need and ability to feel emotional closeness to another person and to have that closeness returned.

Islam: the religion of Saudi Arabia that involves complete submission to the will of Allah.

J

Job application: a form that employers use to collect basic information about a job applicant, such as the person's contact information, employment history, educational history, additional experience and skills, the hours the person is available to work, and the names and contact information of references.

Job interview: a meeting between a job candidate and an employer that allows both parties to find out more about each other.

K

Kidney (renal) failure: the inability of the kidneys to filter waste products.

L

Laws: rules established by a governing authority to protect people from harm and provide a framework for resolving conflicts.

Life-sustaining treatments: treatments that will prolong life, such as cardiopulmonary resuscitation (CPR) or mechanical ventilation.

Logrolling: a method used to turn a person onto his or her side in bed when the person's spine must be kept in alignment throughout the move.

Long-term care setting: health care facilities that provide residents with ongoing assistance with meeting medical, personal and social needs.

Long-term memory: memory of the past.

Low Fowler's position: a variation of Fowler's position where the head of the bed is raised 30 degrees.



M

Malignant: terminal cancer.

Malnutrition: failure to take in enough of the right kinds of nutrients to stay healthy.

Medical record: a legal document that details the person's condition, the measures taken by the health care team to diagnose and manage the condition, and the person's response to the care provided.

Metastasis: the spreading of cancerous cells to other parts of the body other than where the cancer originated.

Microbe (microorganism): a tiny living thing that can be seen only through the magnification of a microscope.

Mild cognitive impairment: problems with memory, language or thinking processes that are noticeable to other people, but do not interfere with the person's ability to live a normal life.

Modified side-lying position: the person is positioned on his or her side and leaning slightly toward the back to relieve pressure on the hip.

Mucous membranes: sticky, moist membranes that line the respiratory, genitourinary and digestive tracts.

Multiple sclerosis (MS): a chronic neurologic disorder that gradually destroys the protective coating on the nerves in the brain and spinal cord.

Myocardial infarction: a condition that results when blood flow to part of the heart muscle (the myocardium) is blocked, causing the cells in that area to die; also called a "heart attack".

N

Nausea: a sick feeling in the stomach often accompanied by the urge to vomit.

Nonverbal communication: communication through body language, including gestures, facial expressions, tone of voice, and body position and movement.

Nursing team: staff members with specialized knowledge and training in the delivery of nursing care; consists of, at minimum, a nurse and a nurse assistant.

Nutrients: substances that the body needs to grow, maintain itself and stay healthy.

Nutrition: the process of taking in and using nutrients.

O

Occupational exposure: exposure to disease in the workplace.

Osteoporosis: a disease in which loss of bone tissue causes the bones to become very fragile and prone to breaking.

Outpatient care (ambulatory): care that is provided in a hospital or other acute care setting that does not require an overnight stay.



P

Pain: an unpleasant sensation that signals actual or potential damage to the body.

Pain threshold: the point at which the person becomes aware of experiencing pain.

Pain tolerance: the highest level of pain that a person is willing to experience before taking action to relieve it.

Palliative treatments: treatments provided to relieve uncomfortable symptoms without actually curing the disease that is causing the symptoms.

Paralysis: the loss of movement and sensation.

Paranoia: excessive suspicion without cause.

Paraplegia: paralysis that affects both legs and the lower trunk.

Parkinson's disease: a neurologic disorder characterized by muscle tremors and difficulty with movement as a result of insufficient amounts of dopamine.

Pathogen: a microorganism that causes disease.

Patient: a person who receives care in a hospital or other acute care setting.

Perineal care: cleansing of the area between the legs, including the genitals and the anus.

Personal protective equipment: protective gear worn to prevent microbes from contaminating your uniform, skin or mucous membranes; includes gloves, gowns, masks and protective eyewear.

Pneumonia: inflammation of the lungs.

Podiatrist: health care provider who specializes in care of the feet.

Postmortem care: care that is provided for a person's body after death.

Pre-placement health evaluation: health screening tests done after a job offer is made to ensure that a new employee is physically and emotionally capable of meeting the job requirements, and to identify any accommodations that may need to be made so that the employee can perform the job competently and safely.

Pressure ulcer: a sore that develops when part of a person's body presses against a hard surface for a long period of time; also called a decubitus ulcer.

Prioritize: to list items or tasks in order of importance.

Probationary period: a period of time during which the employer closely evaluates the job performance and potential of a new employee to ensure that the employee is performing the job to expectations.

Prone position: the person is positioned on his or her stomach.

Pulse oximetry: a technique used to measure the oxygen levels in a person's blood.



Q

Quadriplegia: paralysis that affects both arms, the trunk and both legs.

R

Radiation: the use of high-energy x-rays to destroy cancer cells.

Receptive aphasia: the inability to understand communication from others.

Recording (documenting): the written exchange of information between members of the health care team.

Reference list: a document providing the contact information for three to five people who know you well enough in a professional capacity to speak to a potential employer about your experience and suitability for a job.

Regression: a return to a previous stage of development.

Reporting: the verbal exchange of information among members of the health care team.

Resident: a person who receives care in a long-term care setting.

Restorative care (rehabilitation nursing): nursing care that helps people maintain abilities that they still have and helps regain, to the greatest extent possible, abilities that they have lost.

Restraint: any device that inhibits a person's freedom of movement; may be physical or chemical.

Resume: a document summarizing your contact information, education and previous experience.

Rigor mortis: stiffening of the muscles of the body after death.

S

Salaat: an Arabic term used to describe the act of praying by a Muslim person.

Schedule: a written plan that lists the time and order of several tasks.

Scope of practice: the range of tasks that a health care worker is legally allowed to do.

Seizure: involuntary changes in body movement, function, sensation, awareness or behavior as a result of abnormal electrical activity in the brain.

Separation anxiety: anxiety that is experienced when the child is away from his or her parents or other primary caregivers.

Sharps container: a sturdy, puncture-proof plastic box with a tight-fitting lid used for the disposal of sharp objects such as needles or razors.



Shearing: one surface moves in the opposite way against another surface that offers resistance, creating a dragging effect.

Shock: a condition in which the circulatory system fails to deliver enough oxygen-rich blood to the body's tissues and vital organs.

Short-term memory: memory of recent events.

Shroud: a cloth covering placed around the body of a deceased person.

Side-lying (lateral) position: the person is positioned on his or her side.

Skin breakdown: loss of healthy, intact skin.

Spirituality: a belief in something greater than oneself that helps the person assign meaning and purpose to life.

Standard precautions: practices used by caregivers when providing care to a person, regardless of the person's condition or injury, to minimize the spread of pathogens carried in body fluids.

Sterilization: a technique that uses gas, liquid, dry heat or pressurized steam to destroy all microbes on an object or surface.

Stethoscope: a piece of equipment that is used to listen to sounds produced inside the body.

Stoma: a surgically created opening made in the abdominal wall to allow the elimination of waste.

Sub-acute care setting: a special unit of a hospital or nursing home or a separate facility that specializes in providing care to patients who are well enough to leave the hospital but still require treatments that can only be provided by health care professionals.

Suicide: the act of deliberately taking one's own life.

Supine position: the person is positioned flat on his or her back.

Surgical bed: a bed where the bedspread, blanket and top sheet have been folded to the side of the bed.

T

Terminal illness: an illness for which there is no treatment and that is ultimately expected to lead to the person's death.

Therapeutic diet: a special diet ordered to help a person regain or maintain health.

Transfer: a move from one part of a facility to another.

Transmission-based precautions: practices used by caregivers to minimize the spread of microbes when the person has a disease known to be transmitted in a specific way; includes airborne precautions, droplet precautions and contact precautions.



Tuberculosis: a bacterial infection of the lungs that is spread through the air from one person to another.

Tumor: a solid mass of tissue.

U

Urination: the elimination of liquid waste from the body.

Urine: liquid body waste.

V

Verbal communication: communication using spoken, written or Arabic and English Language.

Vital signs: measurements that give us basic information about how a person's body is functioning, including temperature, pulse, respirations and blood pressure.

W

Wudoo: a requirement for ablution prior to a Muslim person saying prayers.

Note:

- This list is intended for use as a study aid only. SCFHS does not intend the list to imply endorsement of these specific terminologies, nor are the exam questions necessarily taken solely from these terminologies.

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