

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of **Chapter 2**.

Chapter 2: Professionalism, ethics, and legal concepts as it relates to a PST

1. Define ethics. (2.01)

Ethics is the principles of honor, morality, and accepted rules of conduct that govern an individual or group.

2. Define professionalism. (2.01)

Professionalism is the skill, good judgment, and respectful behavior that is expected from a person who is trained to do a job well.

3. What is a favor or advantage granted or expected in return for something else? (2.02)

Quid Pro Quo

4. Define negligence of duty. (2.03)

The failure to do that which a PST has a directed or moral obligation to do; careless or reckless performance of one's duties.

5. What is the willful, negligent, or reckless violation of criminal law or statute which can result in sanctions in the form of imprisonment. (2.04)

Criminal liability

6. When was the Health Insurance Portability and Accountability Act (HIPAA) signed into law? (2.05)

August 1996

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7. This law, in addition to CJIS security policy and agency protocols may also dictate which information can or cannot be disseminated. (2.06)

The HIPAA Law

8. What Chapter in the Florida Statute (F.S.) can the Florida's Public Records Law be found? (2.07)

Chapter 119

9. List five (5) examples of protected information which are not subject to disclosure. (2.07)

Victims of domestic violence – Minors – 911 caller information, including the identities of confidential informants – ongoing criminal investigations

10. Define subpoena. (2.09)

An official court document which commands a person's presence in conjunction with a court case.
