

# HEALTHCARE STUDY GUIDE HEMODIALYSIS NURSE

## YEAR 1 CORE KNOWLEDGE

**250 EXAM PREP QUESTIONS,  
WITH ANSWERS**



LEARNERS | PRACTITIONERS | EDUCATORS

[HealthcareStudyGuide.com](https://HealthcareStudyGuide.com)

UNITY CREST SOLUTIONS INC.

## Who Is Healthcare Study Guide For

Healthcare Study Guide is a professional-grade study and review resource for healthcare workers across the United States and Canada. Whether you're preparing for a certification exam, re-entering the workforce, or transitioning into a new role or specialty, this guide is designed to help you test your knowledge, reinforce critical concepts, and build career confidence.

This guide can be used for exam preparation, knowledge review, and independent study. It is suitable for a wide range of professionals who need to refresh, refine, or benchmark their understanding of core healthcare topics.

It is not a substitute for accredited coursework or formal clinical training, and does not replace regulatory, licensing, or board-approved materials. Rather, it is meant to complement your preparation, offering structured support and insight as you work toward your goals.

## Who We Serve

### 1. Internationally Trained Healthcare Professionals

You've completed your education and worked in your home country. Now you're preparing to meet Canadian or U.S. standards. This guide helps you align your clinical knowledge with North American expectations.

### 2. Licensed Nurses, Paramedics, and Allied Health Workers Advancing Their Roles

Whether you're moving from general practice to a specialty field, taking on leadership, or preparing for an internal assessment, this guide helps you reinforce foundational knowledge and expand into more advanced thinking.

### 3. Returning Healthcare Professionals

If you're re-entering the workforce after time away, this guide is a practical starting point to evaluate what you remember, what's changed, and where to focus next.

### 4. New Graduates Preparing for Exams

You're nearing the end of your formal education, and now it's time to prepare for licensing. Our practice tests and explanations help you study smarter and approach your exams with confidence.

### 5. Healthcare Instructors, Coaches, and Bridge Programs

You need reliable, structured materials to support learners from diverse backgrounds. This guide is suitable for supplemental instruction, assessment tools, and career readiness modules.

## Start Strong. Stay Sharp. Move Forward With Confidence.

Whether you're preparing for exams, transitioning into a new role, or reviewing after time away, *Healthcare Study Guide* gives you the structure and clarity to take your next step. Designed for independent learners, this guide helps you build confidence, reinforce knowledge, and stay aligned with your professional goals.

Explore additional resources, practice tools, and review materials tailored to today's healthcare environment at: [HealthcareStudyGuide.com](https://HealthcareStudyGuide.com)

Certainly! Here's a version that's approximately 20% longer, while maintaining clarity and structure—ideal for filling out the page more fully without being repetitive:



## What Healthcare Study Guide Offers

Whether you're preparing for a certification exam, returning to the field after time away, or stepping into a new clinical role, *Healthcare Study Guide* provides the structure and insight you need to move forward with purpose. Designed to reflect North American clinical standards, this guide gives you a flexible, self-paced tool for reinforcing your knowledge and building confidence.

1. **Structured Study Guides**

Each guide is developed and reviewed by experienced healthcare professionals to align with core competencies across roles and jurisdictions. Content is thoughtfully organized to help learners from diverse educational backgrounds, including internationally trained professionals, navigate complex topics with clarity and focus.

2. **Exam-Style Practice Tests**

Timed, multiple-choice practice exams simulate real testing environments. These allow you to track progress, improve decision-making under pressure, and become more familiar with exam structure, pacing, and question format.

3. **Role-Specific Question Banks**

Our question banks are organized around practical responsibilities and clinical terminology you'll encounter on the job. Whether you're in direct patient care, support services, or administration, the material is crafted to reflect real-world priorities and expectations.

4. **Clinical Answer Rationales**

Each question is followed by a detailed rationale explaining not just which answer is correct, but why it's correct. This supports deeper learning, strengthens clinical reasoning, and encourages critical thinking—especially useful for internationally trained professionals adapting to North American protocols.

5. **Supplemental Review Tools**

You'll also find extra learning material on topics such as infection prevention, patient safety, ethical care, cultural competence, and interprofessional communication. These tools are designed to round out your knowledge and help you better understand the expectations of modern healthcare systems.

## Using This Guide Effectively

This study guide is meant to supplement—not replace—formal education, accredited coursework, or required clinical training. It should be used to enhance your preparation by identifying your strengths, exposing gaps in knowledge, and encouraging repeat engagement with real-world scenarios and test logic.

For best results, we recommend pairing this guide with official reference materials and regulatory frameworks provided by your licensing authority, training institution, or employer. This combined approach ensures that you're not only reviewing the right material but developing a mindset for safe, confident, and effective practice.



## Ready to Take the First Step Toward Career Progression

Whether you're pivoting to a new specialty, re-entering the field, or preparing for certification in the U.S. or Canada, this guide provides a structured foundation for the next step in your healthcare career.

Visit **HealthcareStudyGuide.com** to access additional resources, take full-length practice tests, and explore tools tailored to your role and goals.

## Why Healthcare Study Guide

We believe healthcare education should be practical, affordable, and accessible—whether you're starting a new chapter, transitioning across borders, or stepping into a more advanced role. This guide was built to help you move forward with clarity, confidence, and direction.

This isn't a shortcut. It's a structured, expert-reviewed study and review tool designed to help you assess your knowledge, strengthen clinical reasoning, and focus on what matters most. From practice tests to detailed answer breakdowns, every feature is designed to support real-world preparation—not just academic review.

Use this guide alongside formal coursework, official licensing materials, and clinical experience for the best results.

## Success Stories from Professionals Like You

"I was preparing to return to practice in North America after more than a decade abroad. This guide gave me a clear path to follow. It helped me refocus and regain my confidence before applying for hospital roles."

— Priya D., Registered Nurse

"I used this guide while prepping for a trauma nurse position. The questions pushed me to think beyond memorization and into clinical decision-making. It helped me walk into the interview prepared and focused."

— Daniel H., Licensed Practical Nurse

"I'm an instructor for an international bridging program. We needed something affordable that didn't compromise on depth. The explanations are sharp, the structure is clean, and my students rely on it week after week."

— Tanya W., Clinical Educator

## Ready to Start Your Own Success Story

Whether you're reviewing core skills, preparing for certification, or planning a lateral move—Healthcare Study Guide gives you the tools to move forward with purpose.

Visit **HealthcareStudyGuide.com** to get started today.



## What This Guide Will Teach You

This guide isn't just about reviewing facts. It's about sharpening clinical reasoning, preparing for role-specific expectations, and building confidence as you advance, transition, or requalify in healthcare.

Success in this field demands more than academic knowledge. It requires focus, effort, and a mindset ready for high-pressure decision-making. Here's what to expect:

- 1. Progress takes work**

This guide is a tool—how much you gain depends on how actively you use it. Engaging with questions, reviewing explanations, and retesting weak areas is key to progress.

- 2. The focus is on clinical thinking**

Every question is designed to develop how you think, not just what you know. The answer explanations aren't filler—they're your opportunity to strengthen diagnostic logic, decision-making, and situational awareness.

- 3. It's a supplement, not a stand-alone solution**

This guide is most effective when paired with accredited coursework, current regulatory materials, and hands-on experience. It helps orient your study and fill knowledge gaps—but it's not a replacement for formal training or licensure requirements.

Used consistently, this guide can help you study with more purpose, reduce stress, and show up prepared—whether for an exam, a return-to-practice interview, or a new position in healthcare.

## What This Guide Is—and What It Is Not

Healthcare Study Guide is a structured study resource built to support exam preparation, professional transitions, and independent review. It includes questions, explanations, and scenario-based material designed by professionals to reflect clinical realities in North American healthcare.

However, credentialing and licensure standards vary. This guide does not guarantee certification and is not affiliated with any official regulatory or licensing body.

This is not a substitute for medical education, formal clinical instruction, or hands-on patient care experience. It is meant to complement your preparation—not replace it.

Before using this guide for credentialing purposes, verify current requirements with your licensing authority or relevant governing body.



## Disclaimer

*Healthcare Study Guide* is a supplemental resource for individuals preparing for healthcare-related certification exams, re-entry assessments, or professional development. It is not intended to replace accredited programs, official licensing materials, or supervised clinical training.

This guide is not affiliated with or endorsed by any licensing board, academic institution, certifying agency, or medical organization in Canada, the U.S., or any other jurisdiction. Requirements for certification, licensure, and exams vary significantly between roles and regions. Users are responsible for confirming this guide aligns with their jurisdiction's current standards.

No part of this guide constitutes medical advice, clinical instruction, or legal guidance. It should not be used in place of formal training or where clinical judgment is required. Use of this guide does not grant any license, certification, or legal right to practice in a healthcare setting.

While developed to reflect broadly accepted educational goals, this resource does not guarantee exam success, certification, employment, or advancement. The authors and publishers are not liable for inaccuracies or regulatory changes occurring after publication.

## Indemnification

By using this guide, you agree to indemnify and hold harmless *Healthcare Study Guide*, Unity Crest Solutions Inc., and their contributors, employees, and affiliates from any claims, losses, or legal expenses resulting from use or reliance on this content.

All content is the intellectual property of *Healthcare Study Guide* and Unity Crest Solutions Inc. Unauthorized copying, resale, or use without written permission is strictly prohibited and may result in legal action.

## Unlock Your Next Step

Whether you're studying for a national exam or re-entering the healthcare field, this guide is designed to move with you—offering practical tools to build confidence and clarity in your next step.

With flexible, self-paced learning built for busy professionals, *Healthcare Study Guide* supports learners at every stage. Visit [HealthcareStudyGuide.com](https://HealthcareStudyGuide.com) for access to practice tests, review tools, and resources tailored to your goals.





# SNOWSITES



## **Year 1: Introduction to Hemodialysis Nursing**

### **Subject 3: Basic Medical Terminology for Dialysis Nursing**

**1. What does "HD" stand for?**

- a) Hospital discharge
- b) Hemodialysis
- c) High dose
- d) Heart disease

**Correct Answer: b) Hemodialysis**

**2. What is "AVF" in dialysis?**

- a) Arterial vein
- b) Arteriovenous fistula
- c) Average fluid
- d) Active vascular

**Correct Answer: b) Arteriovenous fistula**

**3. What is "EPO" in dialysis?**

- a) Electrolyte
- b) Emergency procedure
- c) End-stage patient
- d) Erythropoietin

**Correct Answer: d) Erythropoietin**

**4. What does "Kt/V" measure?**

- a) Kidney function
- b) Dialysis adequacy
- c) Blood pressure
- d) Fluid intake

**Correct Answer: b) Dialysis adequacy**





**5. What is "UF" in dialysis?**

- a) Unique factor
- b) Urine flow
- c) Unilateral failure
- d) Ultrafiltration

**Correct Answer: d) Ultrafiltration**

**6. What does "CRRT" stand for?**

- a) Controlled renal replacement technique
- b) Critical renal response test
- c) Chronic renal recovery treatment
- d) Continuous renal replacement therapy

**Correct Answer: d) Continuous renal replacement therapy**

**7. What is "dialysate"?**

- a) Dialysis solution
- b) IV fluid
- c) Nutritional supplement
- d) Blood substitute

**Correct Answer: a) Dialysis solution**

**8. What does "BUN" measure?**

- a) Blood urea normal
- b) Basic urine number
- c) Blood urea nitrogen
- d) Biochemical unit number

**Correct Answer: c) Blood urea nitrogen**



**9. What is "PD" in kidney care?**

- a) Peritoneal dialysis
- b) Pulmonary disorders
- c) Patient diagnosis
- d) Pre-dialysis

**Correct Answer: a) Peritoneal dialysis**

**10. What does "renal" refer to?**

- a) Lung-related
- b) Kidney-related
- c) Heart-related
- d) Blood-related

**Correct Answer: b) Kidney-related**

**11. What does "PTH" stand for?**

- a) Pulse temperature heart
- b) Physical therapy health
- c) Patient therapy history
- d) Parathyroid hormone

**Correct Answer: d) Parathyroid hormone**

**12. What is "dialysis access"?**

- a) Medication route
- b) Nutritional pathway
- c) Fluid source
- d) Blood vessel entry

**Correct Answer: d) Blood vessel entry**



**13. What does "Sodium" do in dialysis?**

- a) Lowers heart rate
- b) Reduces waste
- c) Regulates fluid balance
- d) Increases blood pressure

**Correct Answer: c) Regulates fluid balance**

**14. What is "hypotension" in dialysis?**

- a) Low blood pressure
- b) High blood pressure
- c) High blood sugar
- d) Low oxygen levels

**Correct Answer: a) Low blood pressure**

**15. What does "fistula" refer to?**

- a) Failed dialysis
- b) Surgical connection
- c) Nutritional defect
- d) Vascular access

**Correct Answer: b) Surgical connection**

**16. What is "uremia"?**

- a) Kidney recovery
- b) Low blood pressure
- c) Excess urea in blood
- d) Fluid retention

**Correct Answer: c) Excess urea in blood**



**17. What does "hemoglobin" indicate?**

- a) Fluid retention
- b) Oxygen-carrying capacity
- c) Kidney size
- d) Blood sugar levels

**Correct Answer: b) Oxygen-carrying capacity**

**18. What does "dialyzer" do?**

- a) Measures pressure
- b) Filters blood
- c) Transports fluids
- d) Administers medication

**Correct Answer: b) Filters blood**

**19. What is "hyperkalemia"?**

- a) High sodium levels
- b) Low sodium levels
- c) Low potassium levels
- d) High potassium levels

**Correct Answer: d) High potassium levels**

**20. What does "TKA" stand for?**

- a) Total kidney assessment
- b) Total knee arthroplasty
- c) Transfusion kidney analysis
- d) Transplant kidney application

**Correct Answer: b) Total knee arthroplasty**



**21. What does "UO" stand for in dialysis?**

- a) Upper oxygen
- b) Urine output
- c) Unstable operation
- d) Underlying organ

**Correct Answer: b) Urine output**

**22. What is "anemia" in dialysis patients?**

- a) Low potassium levels
- b) High hemoglobin levels
- c) Low red blood cells
- d) High blood pressure

**Correct Answer: c) Low red blood cells**

**23. What does "fluid restriction" mean?**

- a) Limited fluid intake
- b) Limited medication
- c) Increased fluid intake
- d) No food allowed

**Correct Answer: a) Limited fluid intake**

**24. What is "biocompatibility" in dialysis?**

- a) Compatibility with diet
- b) Compatibility with equipment
- c) Compatibility with medications
- d) Compatibility with blood

**Correct Answer: d) Compatibility with blood**



**25. What does "vascular access" mean?**

- a) Diagnostic testing
- b) Medication administration
- c) Blood flow method
- d) Nutritional support

**Correct Answer: c) Blood flow method**





- 1). (A) (B) (C) (D)
- 2). (A) (B) (C) (D)
- 3). (A) (B) (C) (D)
- 4). (A) (B) (C) (D)
- 5). (A) (B) (C) (D)
- 6). (A) (B) (C) (D)
- 7). (A) (B) (C) (D)
- 8). (A) (B) (C) (D)
- 9). (A) (B) (C) (D)
- 10). (A) (B) (C) (D)
- 11). (A) (B) (C) (D)
- 12). (A) (B) (C) (D)
- 13). (A) (B) (C) (D)
- 14). (A) (B) (C) (D)
- 15). (A) (B) (C) (D)
- 16). (A) (B) (C) (D)
- 17). (A) (B) (C) (D)
- 18). (A) (B) (C) (D)
- 19). (A) (B) (C) (D)
- 20). (A) (B) (C) (D)
- 21). (A) (B) (C) (D)
- 22). (A) (B) (C) (D)
- 23). (A) (B) (C) (D)
- 24). (A) (B) (C) (D)
- 25). (A) (B) (C) (D)



## About the Creators

### Bobby Bedi

Bobby Bedi is a digital strategist and EdTech systems architect with over 30 years of experience building scalable learning platforms. With roots in architecture and digital innovation, he specializes in designing user-focused education tools that blend clean design with powerful infrastructure.

Bobby has led digital transformation initiatives across startups, public companies, and global education ventures. His work centers on making learning more intuitive, accessible, and effective—regardless of a user's background or starting point.

At Healthcare Study Guide, Bobby oversees platform strategy, systems design, and digital experience—ensuring that each product delivers clarity, performance, and long-term value for learners and institutions alike.

### Kris McFarlane

Kris McFarlane is a content strategist, learning designer, and EdTech entrepreneur with two decades of experience building practical, outcome-driven education programs. His background spans business development, curriculum design, and instructional systems—particularly in industries where accessible education is critical to career growth.

Kris has led the development of national study systems used across North America, combining technical accuracy with an understanding of how real people learn. His approach centers on clear, actionable content that meets professionals where they are and helps them move forward—fast.

At Healthcare Study Guide, Kris leads product development and content strategy, ensuring that every module reflects clinical standards while remaining approachable, efficient, and easy to use.

## Work with the Creators

Bobby and Kris bring over 40 years of combined experience in EdTech, curriculum design, and scalable learning systems. Together, they build platforms that make professional education more accessible, more effective, and more aligned with the demands of today's workforce.

To learn more or connect with the Unity Crest Solutions team, visit [UnityCrestSolutions.com](https://UnityCrestSolutions.com).



## About Unity Crest Solutions

At Unity Crest Solutions, our mission is clear: Unite, Educate, and Innovate. We stand at the forefront of technological and educational innovation, solving global business challenges with strategic, cutting-edge solutions. Founded on the core principles of accessibility, efficiency, and continuous improvement, Unity Crest has become a driving force in transforming industries and empowering organizations across diverse sectors.

Our team of visionary leaders—experts in AI development, offshoring strategies, and comprehensive marketing—is committed to delivering tangible results that boost progress and profitability. We specialize in workforce empowerment, offering tailored solutions to equip professionals and organizations with the tools they need to thrive in today's fast-paced global marketplace.

## Unite, Educate, and Innovate

At Unity Crest, we believe in the power of unity and education to drive innovation. By bringing together teams, technology, and knowledge, we empower our clients to seize new opportunities and foster long-term growth.

## Our Expertise Includes:

- **AI Development & Integration:** Leverage artificial intelligence to optimize your operations, enhance decision-making, and gain a long-lasting competitive edge.
- **Offshoring Strategy:** Seamlessly integrate global talent into your business model to boost efficiency, lower operational costs, and improve flexibility.
- **SAP Implementation:** Streamline and enhance your business processes with seamless SAP integration, ensuring better decision-making and operational transparency.
- **Comprehensive Marketing Solutions:** From data-driven marketing strategies to full-scale execution, we amplify your brand's presence and drive measurable results.
- **Adult Education Programs:** Equip your workforce with the skills they need to excel, using customized, impactful training programs tailored to your specific business needs.
- **Business Process Outsourcing:** Delegate key business functions to our expert teams, allowing you to focus on strategic growth while improving overall operational efficiency.

## Global Reach, Local Expertise

With offices in North America and South Asia, Unity Crest Solutions provides localized solutions with a global mindset. Whether you're streamlining operations or scaling your business, we have the expertise to meet your needs.

## Let's Work Together

Ready to unite your resources, educate your workforce, and innovate for the future? Visit [UnityCrestSolutions.com](https://UnityCrestSolutions.com) to learn more and start a conversation about your path to success.



## Disclaimer

Healthcare Study Guide is intended solely as a supplemental educational resource for individuals preparing for healthcare-related certification exams, seeking independent review, or pursuing personal academic enrichment. This guide is not, and does not claim to be, a replacement for accredited programs, regulatory coursework, official licensing materials, or supervised clinical training required by governing authorities.

The content contained within this guide—including, but not limited to, questions, answers, explanations, summaries, and supplemental materials—has been compiled for general informational purposes. It is not affiliated with, approved by, or formally recognized by any medical licensing body, health authority, academic institution, certifying organization, or government agency in Canada, the United States, or any other jurisdiction.

Healthcare credentialing, licensure requirements, and examination formats vary significantly across countries, states, provinces, roles, and disciplines. While this guide is designed to align with commonly accepted standards and practices in North American healthcare education, it does not reflect the official curriculum or content of any specific licensing examination. Users are solely responsible for consulting with their respective licensing bodies or educational institutions to determine current, jurisdiction-specific requirements.

The information presented in this guide is not intended to constitute clinical instruction, medical advice, or diagnostic guidance. It must not be used in patient care, clinical simulations, real-time medical decision-making, or any environment requiring regulatory compliance. No section of this guide may be construed as authorizing clinical judgment, conferring certification, or providing a license to practice within any healthcare discipline.

This resource has been developed to support academic reinforcement and exam readiness, particularly for individuals seeking to assess their baseline understanding or return to practice. It is not a standalone training tool and should never be used in lieu of accredited coursework, hands-on experience, or jurisdictional requirements outlined by your certifying body.

Use of this guide does not guarantee success on any examination, eligibility for certification, or employment in any healthcare-related role. The authors, editors, contributors, and associated entities make no representations or warranties, express or implied, as to the accuracy, completeness, timeliness, or applicability of the content.



## Indemnification

By accessing or using this guide, you agree to indemnify, defend, and hold harmless Healthcare Study Guide, Unity Crest Solutions Inc., its officers, employees, directors, authors, editors, contractors, licensors, and affiliates from and against any and all claims, actions, demands, liabilities, losses, and expenses—including, without limitation, legal fees, professional costs, damages, and judgments—that may arise from or relate to your use, reliance, misinterpretation, or misuse of this material.

This includes, but is not limited to, any claims related to academic standing, examination results, licensing outcomes, employment status, or clinical performance, as well as any third-party claims resulting from redistribution, reproduction, or unauthorized adaptation of the guide or its content.

All material contained within this publication—including questions, answers, rationales, graphics, and instructional text—is the sole intellectual property of Healthcare Study Guide and Unity Crest Solutions Inc. It is protected by applicable copyright, trademark, and intellectual property laws in Canada, the United States, and other relevant jurisdictions.

Any unauthorized reproduction, resale, public distribution, modification, or commercial use of this material, in whole or in part, is strictly prohibited and may result in legal action. This includes printed materials, digital content, excerpts used for training, or any derivative works not explicitly licensed or approved in writing by Unity Crest Solutions Inc.

## Final Notice

This guide was developed to assist learners and professionals by providing structured review material, clinical context, and explanatory content aligned with commonly accepted healthcare principles. However, it does not replace formal academic instruction, hands-on clinical training, or jurisdiction-specific regulatory preparation.

It remains the responsibility of each user to ensure that any study materials they use meet the standards and content requirements issued by their governing body, professional association, or certifying authority. Failure to verify jurisdictional guidelines may result in incomplete preparation or ineligibility for examination or licensure.

We strongly recommend that all users consult the official resources provided by their provincial, state, or national regulatory organizations to obtain the most current, accurate, and legally binding information regarding licensing requirements, exam structure, and scope of practice.

Use this guide as a companion—not a replacement—for official training and credentialing pathways.



# Unlock Your Potential with the Healthcare Study Guide

Whether you're preparing for a healthcare certification exam, stepping into a new clinical role, or transitioning from international training into the North American healthcare system, the Healthcare Study Guide is designed to support your next step.

This guide goes beyond memorization. It offers a structured, focused approach to help you review core knowledge, strengthen clinical reasoning, and prepare with confidence. Created for professionals at all stages, it delivers practical insight—without the high cost or complexity of traditional review programs.

## What We Offer

- **Realistic Practice Tests**  
Timed assessments simulate the pace and pressure of real exams, helping you evaluate readiness, sharpen focus, and build test-day confidence.
- **Targeted Question and Answer Sets**  
Engage with questions written by healthcare professionals, aligned with clinical logic and licensing standards in both the U.S. and Canada.
- **In-Depth Explanations**  
Every answer includes a clear, practical rationale—so you understand not just what's correct, but why. It's preparation Designed for clinical application.

Whether you're preparing for licensing, requalification, or a shift in specialty, this guide gives you the tools to move forward—on your own schedule.

## Real Stories from Real Professionals

- "This gave me the structure I needed. After years away from practice, it helped me rebuild confidence and pass my certification."  
— Alina S., Registered Nurse
- "I was preparing to move into emergency care. This guide helped me refocus and sharpen the clinical thinking I needed."  
— Marcus K., Paramedic
- "As a program lead in an international bridge course, I've reviewed dozens of study tools. This is one of the few I continue to recommend."  
— Dr. Elise N., Healthcare Educator

## Take the Next Step in Your Career

Healthcare professionals across North America use this guide to sharpen their knowledge, rebuild confidence, and move into new roles with clarity and purpose. Now it's your turn.

Visit [HealthcareStudyGuide.com](https://HealthcareStudyGuide.com) to access the tools and support designed to help you prepare smarter, faster, and with more confidence.

Your next step starts here.



**UNITY  
CREST  
SOLUTIONS INC.**  
[UnityCrestSolutions.com](https://UnityCrestSolutions.com)