

Introduction to Medical Assisting

Multiple Choice Questions

1. To receive certification or registration as a medical assistant, you must _____.
 - A. graduate from an accredited program with a bachelor's degree in medical assisting
 - B. become a member of the American Association of Medical Assistants (AAMA)
 - C. become a member of the American Medical Technologists (AMT)
 - D. graduate from an approved medical assistant program and pass the CMA(AAMA) or RMA(AMT) examination
 - E. pass the AAMA or AMT examination and be employed as a medical assistant

2. The main purpose of the American Association of Medical Assistants is to _____.
 - A. raise standards to a high professional level
 - B. develop medical assisting at an increasing rate
 - C. establish certification requirements
 - D. provide on-the-job training
 - E. help medical assistants find employment

3. Which of the following declared medical assisting as an allied health profession?
 - A. American Medical Technologists
 - B. US Department of Labor, Bureau of Labor Statistics
 - C. US Department of Health, Education, and Welfare
 - D. American Association of Medical Assistants
 - E. National Healthcareer Association

4. Benefits offered by the American Association of Medical Assistants (AAMA) include _____.
 - A. guaranteed salary and job
 - B. opportunity to travel on the job
 - C. free hepatitis vaccinations
 - D. free admission to an accredited medical assisting program
 - E. professional publications and educational opportunities

5. Formal training programs in medical assisting ____.
- A. are offered only at 2-year colleges
 - B. can be replaced by on-the-job training
 - C. must be approved by the AAMA or AMT
 - D. last 9 months to 2 years and award a certificate, diploma, or associate degree
 - E. are offered only online
6. A certified medical assistant (CMA) must recertify the CMA credential every ____.
- A. 6 months
 - B. year
 - C. 2 years
 - D. 5 years
 - E. 10 years
7. Who is responsible for documenting competencies learned by medical assisting students?
- A. The educational institution
 - B. The student
 - C. The certifying body, such as AAMA or AMT
 - D. OSHA
 - E. US Department of Labor, Bureau of Labor Statistics
8. What is the term for the process by which programs such as medical assisting are officially authorized?
- A. Certification
 - B. Registration
 - C. Accreditation
 - D. Externship
 - E. Professional development
9. The purpose of accreditation of medical assisting programs is to ____.
- A. ensure that medical assisting programs provide a competency-based education
 - B. set maximum standards of practice for medical assisting programs
 - C. determine what courses are taught in medical assisting programs
 - D. establish organizations for medical assistants
 - E. prevent medical assistants from being sued for malpractice

10. The AAMA works to protect the right of the medical assistant to practice through ____.
- A. group insurance
 - B. legislative monitoring
 - C. continuing education offerings
 - D. professional networking
 - E. state chapter activities
11. The minimum standards set by the American Association of Medical Assistants for accredited programs are called ____.
- A. basics
 - B. criteria
 - C. specifics
 - D. performance objectives
 - E. areas of competence
12. Which of the following is most likely to increase the career options for a medical assistant?
- A. Service as a volunteer in a hospital setting
 - B. Employment as a nursing aide
 - C. Experience as a typist or filing clerk
 - D. Graduation from an accredited program
 - E. Enrollment with an employment agency
13. In all accredited medical assisting programs, externships are _____.
- A. mandatory
 - B. optional
 - C. unnecessary
 - D. selective
 - E. voluntary
14. Which of the following tasks is not considered in the scope of practice for a multiskilled healthcare professional?
- A. Facilitating treatment for patients with physical disabilities
 - B. Scheduling teleconferences for doctors in different locations
 - C. Making judgments or interpretations concerning a patient's diagnosis
 - D. Collecting, preparing, and transmitting laboratory specimens
 - E. Performing medical billing and coding

15. Which of the following organizations offers certification exams for Phlebotomy Technician, EKG Technician, and Medical Transcriptionist?
- A. American Association of Medical Assistants
 - B. American Medical Technologists
 - C. Accrediting Bureau of Health Education Schools
 - D. National Association for Health Professionals
 - E. National Healthcareer Association
16. In order to control the rising cost of healthcare and reduce personnel costs, medical practices are hiring which of the following?
- A. Medical Technicians
 - B. Licensed Practical Nurses
 - C. Registered Nurses
 - D. Physician Assistants
 - E. Multiskilled Health Professionals
17. The duties of a medical assistant are broken into which of the following areas?
- A. Volunteer and food service
 - B. Administrative, clinical, and laboratory
 - C. Housekeeping and nursing
 - D. Environmental, fire safety, and maintenance
 - E. Hospital and hospice
18. An example of an administrative duty for a medical assistant is ____.
- A. providing patient education
 - B. removing sutures
 - C. collecting a urine pregnancy test
 - D. creating and maintaining patient medical records
 - E. performing phlebotomy
19. An example of a clinical duty for a medical assistant is ____.
- A. preparing a patient for an examination
 - B. meeting safety and fire protection standards
 - C. maintaining patient medical records
 - D. greeting patients and answering telephones
 - E. interpreting basic laboratory tests

20. Which of the following examples is a laboratory duty for a medical assistant?
- A. Removing sutures or changing dressings
 - B. Examining a patient
 - C. Teaching patients to collect specific specimens properly
 - D. Supervising personnel
 - E. Preparing a patient for an examination
21. Testing the functioning of a patient's eyes and eye muscles is an example of which type of task?
- A. Clinical
 - B. Administrative
 - C. Unauthorized
 - D. Laboratory
 - E. Specialized
22. The expectations for medical assistants have increased because _____.
- A. they are not paid as much as other healthcare workers
 - B. of changes in healthcare and availability of more formal training
 - C. the numbers of other healthcare workers are not adequate to fill the need
 - D. of the change in the billing systems for insurance companies
 - E. not enough students are taking medical assisting courses
23. Confirmation by an organization that an individual is qualified to perform a job to professional standards is known as _____.
- A. registration
 - B. certification
 - C. credentialing
 - D. cross-training
 - E. professional development
24. Which organization accredits private postsecondary institutions and programs that prepare students for entry into the medical assisting profession?
- A. Commission on Accreditation of Allied Health Education Programs
 - B. National Center for Competency Testing
 - C. National Association for Health Professionals
 - D. National Healthcareer Association
 - E. Accrediting Bureau of Health Education Schools

25. Which organization works with the Medical Assisting Educational Review Board to ensure that accredited schools provide a competency-based education?
- A. Commission on Accreditation of Allied Health Education Programs
 - B. National Center for Competency Testing
 - C. National Association for Health Professionals
 - D. National Healthcareer Association
 - E. Accrediting Bureau of Health Education Schools
26. Which organization awards the CMA credential?
- A. American Medical Technologists
 - B. National Healthcareer Association
 - C. American Association of Medical Assistants
 - D. National Association for Health Professionals
 - E. National Center for Competency Testing
27. The set of government regulations that help ensure continuity and privacy of healthcare information is known as ____.
- A. OSHA
 - B. CLIA '88
 - C. ABHES
 - D. HIPAA
 - E. CAAHEP
28. Which organization awards the Registered Medical Assistant credential?
- A. American Medical Technologists
 - B. National Healthcareer Association
 - C. American Association of Medical Assistants
 - D. National Association for Health Professionals
 - E. National Center for Competency Testing
29. Although medical assistants are presently not required to be credentialed, which two regulations are making credentialing a logical step in the hiring process?
- A. OSHA and HIPAA
 - B. CLIA '88 and OSHA
 - C. CLIA '88 and HIPAA
 - D. HIPAA and AAMA
 - E. AAMA and OSHA

30. Kendra works as a medical assistant at Baker Medical Associates, a group of five physicians. She has been asked to help the physicians analyze the practice and suggest potential areas for improvement. This task would be classified as an ____.
- A. entry-level administrative duty
 - B. entry-level clinical duty
 - C. entry-level general duty
 - D. advanced administrative duty
 - E. advanced clinical duty
31. Marco is a medical assistant at Plymouth General Hospital. When he reports for work this morning, his supervisor asks him to draw blood for STAT (immediate) laboratory tests for Bertha Grover in room 3114. This task would be classified as an ____.
- A. entry-level laboratory duty
 - B. entry-level clinical duty
 - C. entry-level general duty
 - D. advanced laboratory duty
 - E. advanced clinical duty
32. Which of the following is *not* a benefit of joining a professional association?
- A. Networking with other health professionals
 - B. Achieving career goals
 - C. Scoring higher on exams
 - D. Furthering the medical profession
 - E. Gaining opportunities for continuing education
33. Which of the following is *not* a purpose of the AAMA's Occupational Analysis?
- A. Help practitioners assess their own current competence in the field
 - B. Find job opportunities for qualified medical assistants
 - C. Prepare appropriate types of materials for home study
 - D. Identify entry-level areas of competence for medical assistants
 - E. Describe the field of medical assisting to other healthcare professionals
34. The independent agency that certifies the validity of competency and knowledge of the medical profession through examination and awards designations, such as the National Certified Medical Assistant, is the ____.
- A. National Healthcareer Association
 - B. National Association for Health Professionals
 - C. American Association of Medical Assistants
 - D. National Center for Competency Testing
 - E. American Medical Technologists

35. Shelby has been working as a dental assistant at Brownville Dental Clinic for six years. She loves her job and wants to make this her career. She wants to show her commitment to her career by becoming credentialed. Her supervisor has told her that if she becomes credentialed, she will be offered a 5% raise. Which of the following organizations offers a credential that would be useful to Shelby in her job?
- A. National Healthcareer Association
 - B. National Association for Health Professionals
 - C. American Association of Medical Assistants
 - D. National Center for Competency Testing
 - E. American Medical Technologists
36. How many contact hours must a certified medical assistant accumulate in a 5-year period in order to recertify?
- A. 15
 - B. 30
 - C. 45
 - D. 60
 - E. 75
37. A high school student can prepare to enter medical assistant programs by studying which of the following subject areas in school?
- A. Mathematics
 - B. English
 - C. History
 - D. Social Studies
 - E. Political Science
38. The scope of practice of a medical assistant is determined by ____.
- A. AAMA
 - B. AMT
 - C. state law
 - D. federal law
 - E. CAAHEP
39. Jeannine is a medical assistant at the outpatient center of a local hospital. She is responsible for explaining treatment procedures to patients, within her scope of practice. This task would be classified as an ____.
- A. entry-level laboratory duty
 - B. entry-level clinical duty
 - C. entry-level general duty
 - D. advanced laboratory duty
 - E. advanced clinical duty

40. Yvonne has worked as a medical assistant at Smithson Medical Center for 15 years. Recently she was asked to become the facility's OSHA compliance officer. This task would be classified as an ____.
- A. entry-level laboratory duty
 - B. entry-level clinical duty
 - C. entry-level general duty
 - D. advanced laboratory duty
 - E. advanced clinical duty
41. Jerome has been a medical assistant at Harrison Hospital South for several years and is now looking for an opportunity to expand his career options. In his spare time, he coaches a Little League baseball team, and he loves sports of all types. His medical assisting knowledge has made him more aware of body mechanics and how the musculoskeletal system is involved in various sports. Which of the following specialties might Jerome want to pursue?
- A. Podiatric medical assistant
 - B. Ophthalmic medical assistant
 - C. Orthopedic medical assistant
 - D. Pharmacy medical assistant
 - E. Geriatric medical assistant
42. Which of the following factors does *not* affect your specific responsibilities as a medical assistant?
- A. Location of the facility
 - B. Size of the facility
 - C. Medical specialties of the facility
 - D. The state in which you work
 - E. Your stated work preferences
43. The first national association for medical assistants was the ____.
- A. National Healthcareer Association
 - B. National Association for Health Professionals
 - C. American Association of Medical Assistants
 - D. National Center for Competency Testing
 - E. American Medical Technologists
44. How many specific areas of competence are included in the Occupational Analysis?
- A. 2
 - B. 4
 - C. 6
 - D. 8
 - E. 10

45. Which professional organization is dedicated entirely to the medical assisting profession?
- A. National Healthcareer Association
 - B. American Association of Medical Assistants
 - C. National Association for Health Professionals
 - D. National Center for Competency Testing
 - E. American Medical Technologists
46. Which of the following is *not* a professional organization and, in fact, avoids allegiance to any specific professional organization or association?
- A. National Center for Competency Testing
 - B. National Healthcareer Association
 - C. American Association of Medical Assistants
 - D. National Association for Health Professionals
 - E. American Medical Technologists
47. Darryl is a medical assistant who works in a small facility that could offer him many different kinds of responsibilities, if he had the proper training, so his goal is to become a multiskilled health professional. He wants to expand his knowledge to become a phlebotomy technician and an ECG technician, and maybe a surgical technician. He realizes that if he becomes credentialed in all of these areas, the continuing education requirements will be quite large. Which of the following credentialing organizations would you recommend to Darryl?
- A. National Center for Competency Testing
 - B. National Healthcareer Association
 - C. American Association of Medical Assistants
 - D. National Association for Health Professionals
 - E. American Medical Technologists
48. To recertify as a CMA (AAMA), which of the following is required in addition to a minimum number of contact hours?
- A. Valid driver's license
 - B. Externship
 - C. Organ donor card
 - D. Recertification exam
 - E. Current CPR card
49. Which of the following provides the basis for the AAMA's certification examination?
- A. AAMA Board of Directors
 - B. Occupational Analysis of the CMA (AAMA)
 - C. CAAHEP and ABHES
 - D. Candidate's Guide to the Certification Examination
 - E. *CMA Today* publication

50. Who is eligible to take the AAMA's certification examination?
- A. Anyone who has a high school diploma or the equivalent
 - B. Medical assistants who have been working in the field for a minimum of 5 years
 - C. Students who have completed a CAAHEP- or ABHES-accredited medical assisting program
 - D. Anyone who holds a current CPR card
 - E. Medical assistants who have passed the AMT certification exam
51. Which of the following does *not* typically offer formal programs in medical assisting?
- A. Postsecondary vocational schools
 - B. Vocational-technical high schools
 - C. Four-year colleges and universities
 - D. Local chambers of commerce
 - E. Community and junior colleges
52. Which of the following is *not* a required topic in an accredited medical assisting program?
- A. Anatomy and physiology
 - B. Medical law and ethics
 - C. Physics
 - D. Psychology
 - E. Laboratory procedures

Fill in the Blank Questions

53. Advanced technology, implementation of cost-effective medicine, and the _____ population have resulted in an increased demand for healthcare services and an increase in job opportunities for medical assistants.
- _____
54. A medical assistant who can adapt to _____ and is continually learning will be in high demand.
- _____
55. Professional associations set high _____ for quality and performance in a profession.
- _____
56. Medical assistant programs must include a(n) _____, which is practical work experience for a specified time frame, usually in an ambulatory care setting.
- _____

57. Medical assistant programs are officially authorized by the process of _____.
- _____
58. The medical assistant Role Delineation Chart lists the areas of _____ required of all students in accredited medical assisting programs.
- _____
59. To remain certified, RMAs who were certified after 2006 must accumulate _____ contact hours for continuing education units (CEUs) every three years.
- _____
60. Advanced classes a medical assistant takes after being credentialed are known as _____.
- _____
61. The skills and knowledge you attain for both personal growth and career advancement are known as _____.
- _____
62. The granting of a title or license by a board that gives permission to practice in a chosen profession is _____.
- _____
63. A(n) _____ is a computer-generated document that summarizes your employment and educational history.
- _____
64. A medical assistant who becomes credentialed as a Registered Medical Assistant automatically becomes a member of _____.
- _____
65. All accredited medical assisting programs are _____ based.
- _____
66. Certified medical assistants must be recertified every _____ years.
- _____
67. The purpose of the externship in a medical assisting program is to allow the student to obtain _____.
- _____
68. Communicating with other health professionals, also called _____, can help you improve yourself professionally.
- _____

69. Even before you begin your training as a healthcare professional, you can gain experience in a healthcare profession by joining a _____ program.

70. The American Red Cross offers volunteer opportunities for student medical assistants in its _____ relief programs around the world.

71. Professional development includes knowing and staying within the legal _____ for your specific credential.

Multiple Choice Questions

72. The legal term _____ is defined as the care that ordinarily is provided by an average, prudent healthcare provider in a given situation.

- A. scope of practice
- B. health professional
- C. standard of care
- D. optimum care
- E. scope of authority

Fill in the Blank Questions

73. Many healthcare practices like the idea of a _____, who is a cross-trained member of the team and is able to do many different duties because it cuts personnel costs.

Multiple Choice Questions

74. The medical assistant who researches a dietician for a patient with diabetes is acting as a _____.

- A. patient mentor
- B. patient advocate
- C. healthcare assistant
- D. healthcare manager
- E. patient advisor

Fill in the Blank Questions

75. Information on the kinds of duties the medical assistant can perform varies from state to state. This information can be found online by entering the words “_____” in the online search area.

Multiple Choice Questions

76. What role is the medical assistant performing when helping patients through the confusing healthcare system and ensuring the patient’s treatment needs are met?

- A. Patient mentor
- B. Patient advocate
- C. Healthcare assistant
- D. Healthcare manager
- E. Patient advisor

Chapter 01 Introduction to Medical Assisting **Answer Key**

Multiple Choice Questions

1. To receive certification or registration as a medical assistant, you must ____.
- A. graduate from an accredited program with a bachelor's degree in medical assisting
 - B. become a member of the American Association of Medical Assistants (AAMA)
 - C. become a member of the American Medical Technologists (AMT)
 - D. graduate from an approved medical assistant program and pass the CMA(AAMA) or RMA(AMT) examination**
 - E. pass the AAMA or AMT examination and be employed as a medical assistant

Both AAMA and AMT require medical assistants to graduate from an accredited medical assistant program before taking the certification or registration exam.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

2. The main purpose of the American Association of Medical Assistants is to ____.
- A. raise standards to a high professional level**
 - B. develop medical assisting at an increasing rate
 - C. establish certification requirements
 - D. provide on-the-job training
 - E. help medical assistants find employment

The AAMA works to raise standards of medical assisting to a more professional level.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

3. Which of the following declared medical assisting as an allied health profession?

- A. American Medical Technologists
- B. US Department of Labor, Bureau of Labor Statistics
- C. US Department of Health, Education, and Welfare**
- D. American Association of Medical Assistants
- E. National Healthcareer Association

In 1978, the US Department of Health, Education, and Welfare declared medical assisting an allied health profession.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

4. Benefits offered by the American Association of Medical Assistants (AAMA) include _____.

- A. guaranteed salary and job
- B. opportunity to travel on the job
- C. free hepatitis vaccinations
- D. free admission to an accredited medical assisting program
- E. professional publications and educational opportunities**

AAMA members have access to professional publications, such as *CMA Today*, and a variety of educational opportunities, including seminars and workshops about the latest administrative, clinical, and management topics.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

5. Formal training programs in medical assisting ____.
- A. are offered only at 2-year colleges
 - B. can be replaced by on-the-job training
 - C. must be approved by the AAMA or AMT
 - D.** last 9 months to 2 years and award a certificate, diploma, or associate degree
 - E. are offered only online

Formal programs in medical assisting are offered at vocational-technical high schools, postsecondary vocational schools, community and junior colleges, and 4-year colleges and universities.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-04
Topic: Training Programs

6. A certified medical assistant (CMA) must recertify the CMA credential every ____.
- A. 6 months
 - B. year
 - C. 2 years
 - D.** 5 years
 - E. 10 years

CMAs must recertify the CMA (AAMA) credential every 5 years.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

7. Who is responsible for documenting competencies learned by medical assisting students?

- A.** The educational institution
- B. The student
- C. The certifying body, such as AAMA or AMT
- D. OSHA
- E. US Department of Labor, Bureau of Labor Statistics

It is the educational institution's duty to ensure that medical assisting students learn all of the medical assisting competencies and that evidence is clearly documented for each student.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

8. What is the term for the process by which programs such as medical assisting are officially authorized?

- A. Certification
- B. Registration
- C.** Accreditation
- D. Externship
- E. Professional development

Accreditation is the process by which programs are officially authorized by one of two national entities: CAAHEP and ABHES.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-04
Topic: Training Programs

9. The purpose of accreditation of medical assisting programs is to _____.

- A.** ensure that medical assisting programs provide a competency-based education
- B. set maximum standards of practice for medical assisting programs
- C. determine what courses are taught in medical assisting programs
- D. establish organizations for medical assistants
- E. prevent medical assistants from being sued for malpractice

The accrediting body sets standards for administrative and clinical competencies.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Understand
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

10. The AAMA works to protect the right of the medical assistant to practice through _____.

- A. group insurance
- B.** legislative monitoring
- C. continuing education offerings
- D. professional networking
- E. state chapter activities

The AAMA performs legislative monitoring to protect your right to practice as a medical assistant.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

11. The minimum standards set by the American Association of Medical Assistants for accredited programs are called ____.
- A. basics
 - B. criteria
 - C. specifics
 - D. performance objectives
 - E. areas of competence**

The AAMA's areas of competence, or minimum standards, are outlined in the "AAMA Role Delineation Study: Occupational Analysis of the Medical Assistant Profession."

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Understand
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assistant Credentials

12. Which of the following is most likely to increase the career options for a medical assistant?
- A. Service as a volunteer in a hospital setting
 - B. Employment as a nursing aide
 - C. Experience as a typist or filing clerk
 - D. Graduation from an accredited program**
 - E. Enrollment with an employment agency

Graduation from an accredited program increases a medical assistant's career options by showing that he/she has completed a program that meets nationally accepted standards, providing recognition by professional peers, and making him/her eligible for registration or certification.

ABHES: 1.a. Describe the current employment outlook for the medical assistant
ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Understand
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-04
Topic: Training Programs

13. In all accredited medical assisting programs, externships are _____.

- A.** mandatory
- B. optional
- C. unnecessary
- D. selective
- E. voluntary

Accredited medical assisting programs must include a practicum or externship.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
ABHES: 11.b. Demonstrate professional behavior
Blooms: Remember
CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-04
Topic: Training Programs

14. Which of the following tasks is not considered in the scope of practice for a multiskilled healthcare professional?

- A. Facilitating treatment for patients with physical disabilities
- B. Scheduling teleconferences for doctors in different locations
- C.** Making judgments or interpretations concerning a patient's diagnosis
- D. Collecting, preparing, and transmitting laboratory specimens
- E. Performing medical billing and coding

Making judgments or interpretations concerning a patient's diagnosis is not within the scope of practice of a medical assistant.

ABHES: 11.b. Demonstrate professional behavior
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Analyze
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-05
Topic: Professional Development

15. Which of the following organizations offers certification exams for Phlebotomy Technician, EKG Technician, and Medical Transcriptionist?
- A. American Association of Medical Assistants
 - B. American Medical Technologists
 - C. Accrediting Bureau of Health Education Schools
 - D. National Association for Health Professionals**
 - E. National Healthcareer Association

The NAHP offers Medical Assistant, Phlebotomy Technician, EKG Technician, Coding Specialist, Administrative Health Assistant, Patient Care Technician, Dental Assistant, Pharmacy Technician, and Surgical Technician credentials.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

16. In order to control the rising cost of healthcare and reduce personnel costs, medical practices are hiring which of the following?
- A. Medical Technicians
 - B. Licensed Practical Nurses
 - C. Registered Nurses
 - D. Physician Assistants
 - E. Multiskilled Health Professionals**

Multiskilled health professionals can perform the functions of two or more people, so they are cost-efficient employees.

ABHES: 1.a. Describe the current employment outlook for the medical assistant
ABHES: 11.b. Demonstrate professional behavior
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-05
Topic: Professional Development

17. The duties of a medical assistant are broken into which of the following areas?

- A. Volunteer and food service
- B. Administrative, clinical, and laboratory**
- C. Housekeeping and nursing
- D. Environmental, fire safety, and maintenance
- E. Hospital and hospice

Medical assistants work in an administrative, clinical, or laboratory capacity.

ABHES: 11.b. Demonstrate professional behavior
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

18. An example of an administrative duty for a medical assistant is _____.

- A. providing patient education
- B. removing sutures
- C. collecting a urine pregnancy test
- D. creating and maintaining patient medical records**
- E. performing phlebotomy

Administrative duties include creating and maintaining patient medical records, obtaining equipment and supplies, and serving as the link between the physician and representatives of pharmaceutical and medical supply companies.

ABHES: 11.b. Demonstrate professional behavior
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

19. An example of a clinical duty for a medical assistant is _____.

- A.** preparing a patient for an examination
- B. meeting safety and fire protection standards
- C. maintaining patient medical records
- D. greeting patients and answering telephones
- E. interpreting basic laboratory tests

Clinical duties of a medical assistant include maintaining an efficient office, preparing and maintaining medical records, assisting the physician during examinations, keeping examination rooms in order, and preparing patients for an examination.

ABHES: 11.b. Demonstrate professional behavior
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

20. Which of the following examples is a laboratory duty for a medical assistant?

- A. Removing sutures or changing dressings
- B. Examining a patient
- C.** Teaching patients to collect specific specimens properly
- D. Supervising personnel
- E. Preparing a patient for an examination

Laboratory duties of a medical assistant may include teaching patients to collect specific specimens properly, performing basic laboratory tests, and maintaining laboratory equipment.

ABHES: 11.b. Demonstrate professional behavior
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

21. Testing the functioning of a patient's eyes and eye muscles is an example of which type of task?

- A. Clinical
- B. Administrative
- C. Unauthorized
- D. Laboratory
- E. Specialized**

An ophthalmic medical assistant performs specialized duties such as measuring and recording vision and testing the functioning of a patient's eyes and eye muscles.

ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care

Difficulty: Medium

Est Time: 0-1 minute

Learning Outcome: 01-01

Topic: Responsibilities of the Medical Assistant

22. The expectations for medical assistants have increased because _____.

- A. they are not paid as much as other healthcare workers
- B. of changes in healthcare and availability of more formal training**
- C. the numbers of other healthcare workers are not adequate to fill the need
- D. of the change in the billing systems for insurance companies
- E. not enough students are taking medical assisting courses

The emergence of formal training programs for medical assistants and the continuous changes in healthcare today have raised the expectations for medical assistants.

ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-04

Topic: Training Programs

23. Confirmation by an organization that an individual is qualified to perform a job to professional standards is known as _____.

- A. registration
- B. certification**
- C. credentialing
- D. cross-training
- E. professional development

Certification is confirmation by an organization that an individual is qualified to perform a job to professional standards.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-03

Topic: Medical Assistant Credentials

24. Which organization accredits private postsecondary institutions and programs that prepare students for entry into the medical assisting profession?

- A. Commission on Accreditation of Allied Health Education Programs
- B. National Center for Competency Testing
- C. National Association for Health Professionals
- D. National Healthcareer Association
- E. Accrediting Bureau of Health Education Schools**

The Accrediting Bureau of Health Education Schools, or ABHES, accredits private postsecondary institutions and programs that prepare individuals for entry into the medical assisting profession.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-04

Topic: Medical Assisting Organizations

25. Which organization works with the Medical Assisting Educational Review Board to ensure that accredited schools provide a competency-based education?

- A.** Commission on Accreditation of Allied Health Education Programs
- B. National Center for Competency Testing
- C. National Association for Health Professionals
- D. National Healthcareer Association
- E. Accrediting Bureau of Health Education Schools

The Commission on Accreditation of Allied Health Education Programs, or CAAHEP, works directly with the MAERB of Medical Assistants Endowments to ensure that all accredited schools provide a competency-based education.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-04
Topic: Training Programs

26. Which organization awards the CMA credential?

- A. American Medical Technologists
- B. National Healthcareer Association
- C.** American Association of Medical Assistants
- D. National Association for Health Professionals
- E. National Center for Competency Testing

The Certified Medical Assistant, or CMA, credential is awarded by the Certifying Board of the AAMA.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

27. The set of government regulations that help ensure continuity and privacy of healthcare information is known as _____.

- A. OSHA
- B. CLIA '88
- C. ABHES
- D. HIPAA**
- E. CAAHEP

The purpose of the Health Insurance Portability and Accountability Act, or HIPAA, is to help ensure continuity and privacy of healthcare information.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Medium

Est Time: 0-1 minute

Learning Outcome: 01-03

Topic: Medical Assisting Organizations

28. Which organization awards the Registered Medical Assistant credential?

- A. American Medical Technologists**
- B. National Healthcareer Association
- C. American Association of Medical Assistants
- D. National Association for Health Professionals
- E. National Center for Competency Testing

The Registered Medical Assistant, or RMA, credential is awarded by the American Medical Technologists (AMT) organization.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Medium

Est Time: 0-1 minute

Learning Outcome: 01-03

Topic: Medical Assistant Credentials

29. Although medical assistants are presently not required to be credentialed, which two regulations are making credentialing a logical step in the hiring process?

- A. OSHA and HIPAA
- B. CLIA '88 and OSHA**
- C. CLIA '88 and HIPAA
- D. HIPAA and AAMA
- E. AAMA and OSHA

Certain provisions of the Occupational Safety and Health Administration (OSHA) and the Clinical Laboratory Improvement Amendments of 1988 (CLIA '88) are making mandatory credentialing for medical assistants a logical step in the hiring process.

ABHES: 1.a. Describe the current employment outlook for the medical assistant
ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

30. Kendra works as a medical assistant at Baker Medical Associates, a group of five physicians. She has been asked to help the physicians analyze the practice and suggest potential areas for improvement. This task would be classified as an _____.

- A. entry-level administrative duty
- B. entry-level clinical duty
- C. entry-level general duty
- D. advanced administrative duty**
- E. advanced clinical duty

Participating in practice analysis is considered an advanced administrative duty.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
ABHES: 1.d. List the general responsibilities and skills of the medical assistant
Blooms: Analyze
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAHIIM: II.B.2. Apply retention and destruction policies for health information
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

31. Marco is a medical assistant at Plymouth General Hospital. When he reports for work this morning, his supervisor asks him to draw blood for STAT (immediate) laboratory tests for Bertha Grover in room 3114. This task would be classified as an _____.

- A. entry-level laboratory duty
- B.** entry-level clinical duty
- C. entry-level general duty
- D. advanced laboratory duty
- E. advanced clinical duty

Phlebotomy, including venipuncture and capillary puncture, is considered a basic entry-level clinical duty.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

32. Which of the following is *not* a benefit of joining a professional association?

- A. Networking with other health professionals
- B. Achieving career goals
- C.** Scoring higher on exams
- D. Furthering the medical profession
- E. Gaining opportunities for continuing education

Joining a professional association can help you network with other health professionals, achieve your career goals, further the medical profession, and gain opportunities for continuing education.

ABHES: 1.a. Describe the current employment outlook for the medical assistant
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

33. Which of the following is *not* a purpose of the AAMA's Occupational Analysis?

- A. Help practitioners assess their own current competence in the field
- B.** Find job opportunities for qualified medical assistants
- C. Prepare appropriate types of materials for home study
- D. Identify entry-level areas of competence for medical assistants
- E. Describe the field of medical assisting to other healthcare professionals

The Occupational Analysis is not designed to find specific job opportunities for medical assistants.

*ABHES: 1.a. Describe the current employment outlook for the medical assistant
ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Understand
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations*

34. The independent agency that certifies the validity of competency and knowledge of the medical profession through examination and awards designations, such as the National Certified Medical Assistant, is the _____.

- A. National Healthcareer Association
- B. National Association for Health Professionals
- C. American Association of Medical Assistants
- D.** National Center for Competency Testing
- E. American Medical Technologists

The NCCT is an independent agency that offers designations of National Certified Medical Assistant (NCMA) and National Certified Medical Office Assistant (NCMOA).

*ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations*

35. Shelby has been working as a dental assistant at Brownville Dental Clinic for six years. She loves her job and wants to make this her career. She wants to show her commitment to her career by becoming credentialed. Her supervisor has told her that if she becomes credentialed, she will be offered a 5% raise. Which of the following organizations offers a credential that would be useful to Shelby in her job?

- A. National Healthcareer Association
- B. National Association for Health Professionals**
- C. American Association of Medical Assistants
- D. National Center for Competency Testing
- E. American Medical Technologists

A Dental Assistant credential is offered by the National Association for Health Professionals.

ABHES: 1.a. Describe the current employment outlook for the medical assistant
ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

36. How many contact hours must a certified medical assistant accumulate in a 5-year period in order to recertify?

- A. 15
- B. 30
- C. 45
- D. 60**
- E. 75

To be recertified as a CMA (AAMA), a medical assistant must accumulate 60 contact hours during the 5-year certification period.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
ABHES: 1.d. List the general responsibilities and skills of the medical assistant
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

37. A high school student can prepare to enter medical assistant programs by studying which of the following subject areas in school?

- A. Mathematics
- B. English
- C. History
- D. Social Studies
- E. Political Science

High school students can prepare to enter medical assistant programs by studying mathematics, health, biology, keyboarding, office skills, bookkeeping, and information technology.

ABHES: 11.b. Demonstrate professional behavior
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-04
Topic: Training Programs

38. The scope of practice of a medical assistant is determined by _____.

- A. AAMA
- B. AMT
- C. state law
- D. federal law
- E. CAAHEP

The definition of a medical assistant's scope of practice varies from state to state, so it is essential to find out the scope of practice of medical assistants in your state.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-05
Topic: Medical Assistant Credentials

39. Jeannine is a medical assistant at the outpatient center of a local hospital. She is responsible for explaining treatment procedures to patients, within her scope of practice. This task would be classified as an _____.

- A. entry-level laboratory duty
- B. entry-level clinical duty
- C.** entry-level general duty
- D. advanced laboratory duty
- E. advanced clinical duty

Explaining treatment procedures to patients is a general entry-level duty of the medical assistant.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
ABHES: 1.d. List the general responsibilities and skills of the medical assistant
Blooms: Analyze
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

40. Yvonne has worked as a medical assistant at Smithson Medical Center for 15 years. Recently she was asked to become the facility's OSHA compliance officer. This task would be classified as an _____.

- A. entry-level laboratory duty
- B. entry-level clinical duty
- C. entry-level general duty
- D.** advanced laboratory duty
- E. advanced clinical duty

Performing as an OSHA compliance officer is considered an advanced laboratory duty.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
ABHES: 1.d. List the general responsibilities and skills of the medical assistant
Blooms: Analyze
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

41. Jerome has been a medical assistant at Harrison Hospital South for several years and is now looking for an opportunity to expand his career options. In his spare time, he coaches a Little League baseball team, and he loves sports of all types. His medical assisting knowledge has made him more aware of body mechanics and how the musculoskeletal system is involved in various sports. Which of the following specialties might Jerome want to pursue?

- A. Podiatric medical assistant
- B. Ophthalmic medical assistant
- C. Orthopedic medical assistant**
- D. Pharmacy medical assistant
- E. Geriatric medical assistant

Jerome's interest in sports and how the body performs in them might make orthopedics a good choice. He could further his knowledge of how the body performs in various sports and the various injuries that can result.

ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Analyze
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

42. Which of the following factors does *not* affect your specific responsibilities as a medical assistant?

- A. Location of the facility
- B. Size of the facility
- C. Medical specialties of the facility
- D. The state in which you work
- E. Your stated work preferences**

The location and size of the facility, as well as the medical specialties and the state where you are working, all affect your responsibilities as a medical assistant.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

43. The first national association for medical assistants was the _____.

- A. National Healthcareer Association
- B. National Association for Health Professionals
- C. American Association of Medical Assistants**
- D. National Center for Competency Testing
- E. American Medical Technologists

The AAMA was officially created in 1956 at an American Medical Association meeting, one year after being suggested at the 1955 state convention of the Kansas Medical Assistants Society.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

44. How many specific areas of competence are included in the Occupational Analysis?

- A. 2
- B. 4
- C. 6
- D. 8
- E. 10**

The AAMA's Occupational Analysis contains three major areas of competence (administrative, clinical, and general). Each of these is divided into two or more narrower areas, for a total of 10 specific areas of competence.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

45. Which professional organization is dedicated entirely to the medical assisting profession?

- A. National Healthcareer Association
- B. American Association of Medical Assistants**
- C. National Association for Health Professionals
- D. National Center for Competency Testing
- E. American Medical Technologists

The AAMA was officially created in 1956 at an American Medical Association meeting, one year after being suggested at the 1955 state convention of the Kansas Medical Assistants Society.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

46. Which of the following is *not* a professional organization and, in fact, avoids allegiance to any specific professional organization or association?

- A. National Center for Competency Testing**
- B. National Healthcareer Association
- C. American Association of Medical Assistants
- D. National Association for Health Professionals
- E. American Medical Technologists

The National Center for Competency Testing (NCCT) is an independent agency that offers certification examinations for healthcare professionals but avoids any allegiance to a specific organization or association.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

47. Darryl is a medical assistant who works in a small facility that could offer him many different kinds of responsibilities, if he had the proper training, so his goal is to become a multitasked health professional. He wants to expand his knowledge to become a phlebotomy technician and an ECG technician, and maybe a surgical technician. He realizes that if he becomes credentialed in all of these areas, the continuing education requirements will be quite large. Which of the following credentialing organizations would you recommend to Darryl?

- A. National Center for Competency Testing
- B. National Healthcareer Association
- C. American Association of Medical Assistants
- D. National Association for Health Professionals**
- E. American Medical Technologists

The NAHP offers multiple credentials, including those for Medical Assistant, Phlebotomy Technician, EKG Technician, and Surgical Technician. By obtaining credentials from NAHP, Darryl could simplify the process of maintaining his continuing education in all these areas.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Analyze
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Medium
Est Time: 0-1 minute
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

48. To recertify as a CMA (AAMA), which of the following is required in addition to a minimum number of contact hours?

- A. Valid driver's license
- B. Externship
- C. Organ donor card
- D. Recertification exam
- E. Current CPR card**

To be recertified as a CMA (AAMA), a medical assistant must have accumulated the minimum number of contact hours and must hold a current CPR card.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

49. Which of the following provides the basis for the AAMA's certification examination?

- A. AAMA Board of Directors
- B. Occupational Analysis of the CMA (AAMA)**
- C. CAAHEP and ABHES
- D. Candidate's Guide to the Certification Examination
- E. *CMA Today* publication

The AAMA's certification examination evaluates competencies based on the Occupational Analysis of the CMA (AAMA), with technical assistance from the National Board of Medical Examiners.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-03

Topic: Medical Assistant Credentials

50. Who is eligible to take the AAMA's certification examination?

- A. Anyone who has a high school diploma or the equivalent
- B. Medical assistants who have been working in the field for a minimum of 5 years
- C. Students who have completed a CAAHEP- or ABHES-accredited medical assisting program**
- D. Anyone who holds a current CPR card
- E. Medical assistants who have passed the AMT certification exam

As of June 1998, only students who have completed a medical assisting program accredited by CAAHEP or ABHES are eligible to take the certification examination.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-03

Topic: Medical Assistant Credentials

51. Which of the following does *not* typically offer formal programs in medical assisting?

- A. Postsecondary vocational schools
- B. Vocational-technical high schools
- C. Four-year colleges and universities
- D.** Local chambers of commerce
- E. Community and junior colleges

Formal programs in medical assisting are offered in vocational-technical high schools, postsecondary vocational schools, community and junior colleges, and four-year colleges and universities.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-04

Topic: Training Programs

52. Which of the following is *not* a required topic in an accredited medical assisting program?

- A. Anatomy and physiology
- B. Medical law and ethics
- C.** Physics
- D. Psychology
- E. Laboratory procedures

Medical assistants typically do not need a solid background in physics to perform their jobs well.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Understand

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Easy

Est Time: 0-1 minute

Learning Outcome: 01-04

Topic: Training Programs

Fill in the Blank Questions

53. Advanced technology, implementation of cost-effective medicine, and the _____ population have resulted in an increased demand for healthcare services and an increase in job opportunities for medical assistants.

aging

As people become older, they begin having more health issues and require more healthcare services.

*ABHES: 1.a. Describe the current employment outlook for the medical assistant
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Medium
Est Time: 1-3 minutes
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant*

54. A medical assistant who can adapt to _____ and is continually learning will be in high demand.

change

Because healthcare is changing rapidly, medical assistants who can adapt to change and who continually strive to increase their knowledge will be in high demand.

*ABHES: 1.a. Describe the current employment outlook for the medical assistant
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-04
Topic: Training Programs*

55. Professional associations set high _____ for quality and performance in a profession.

standards

Professional associations set high standards for quality and performance in a profession.

*ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-02
Topic: Medical Assisting Organizations*

56. Medical assistant programs must include a(n) _____, which is practical work experience for a specified time frame, usually in an ambulatory care setting.

externship

Externships provide work experience and are considered an extension of the classroom learning experience.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-04
Topic: Training Programs

57. Medical assistant programs are officially authorized by the process of _____.

accreditation

Accreditation is the process by which programs are officially authorized.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-04
Topic: Training Programs

58. The medical assistant Role Delineation Chart lists the areas of _____ required of all students in accredited medical assisting programs.

competence

The AAMA's Role Delineation Chart outlines the areas of competence to be mastered by all entry-level medical assistants.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Remember
CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

59. To remain certified, RMAs who were certified after 2006 must accumulate _____ contact hours for continuing education units (CEUs) every three years.

**30 or
thirty**

RMAs certified after 2006 must accumulate 30 CEUs every 3 years to remain certified.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-03

Topic: Medical Assisting Organizations

60. Advanced classes a medical assistant takes after being credentialed are known as _____.

continuing education

Medical assistants take continuing education courses and seminars after they are credentialed to keep their knowledge current.

ABHES: 11.b. Demonstrate professional behavior

Blooms: Remember

CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-02

Learning Outcome: 01-05

Topic: Medical Assisting Organizations

Topic: Professional Development

61. The skills and knowledge you attain for both personal growth and career advancement are known as _____.

professional development

Professional development includes the skills and knowledge you attain for both personal growth and career advancement.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-05

Topic: Professional Development

62. The granting of a title or license by a board that gives permission to practice in a chosen profession is _____.

registration

Registration is the granting of a title or license by a board that gives permission to practice in a chosen profession.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-03
Topic: Medical Assistant Credentials

63. A(n) _____ is a computer-generated document that summarizes your employment and educational history.

résumé

The computer-generated document that summarizes your employment and educational history is a résumé.

ABHES: 1.a. Describe the current employment outlook for the medical assistant
Blooms: Remember
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-05
Topic: Professional Development

64. A medical assistant who becomes credentialed as a Registered Medical Assistant automatically becomes a member of _____.

AMT or
American Medical Technologists

When a medical assistant passes the examination to become a Registered Medical Assistant, she automatically becomes a member of American Medical Technologists (AMT).

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
Blooms: Remember
CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers
Difficulty: Easy
Est Time: 1-3 minutes
Learning Outcome: 01-02
Topic: Medical Assisting Organizations

65. All accredited medical assisting programs are _____ based.

competency

All accredited medical assisting programs are competency based.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-03

Topic: Medical Assistant Credentials

66. Certified medical assistants must be recertified every _____ years.

5 or
five

Every 5 years, a CMA must complete a minimum number of contact hours to be recertified.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

CAAHEP: X.C.5. Discuss licensure and certification as they apply to healthcare providers

Difficulty: Medium

Est Time: 1-3 minutes

Learning Outcome: 01-03

Topic: Medical Assistant Credentials

67. The purpose of the externship in a medical assisting program is to allow the student to obtain _____.

work experience

Externships provide valuable work experience that helps medical assistants practice the knowledge and skills they have learned.

ABHES: 1.c. Describe medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing

Blooms: Remember

CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-04

Topic: Training Programs

68. Communicating with other health professionals, also called _____, can help you improve yourself professionally.

networking

Networking is an important part of improving yourself professionally.

ABHES: 11.b. Demonstrate professional behavior

Blooms: Understand

CAAHEP: X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-04

Topic: Professional Development

69. Even before you begin your training as a healthcare professional, you can gain experience in a healthcare profession by joining a _____ program.

volunteer

Many volunteer programs accept volunteers without medical experience. This provides a good opportunity to find out whether you might like a health-related career before you begin your training.

ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-04

Topic: Training Programs

70. The American Red Cross offers volunteer opportunities for student medical assistants in its _____ relief programs around the world.

disaster

The American Red Cross offers volunteer opportunities for students in local, state, national, and international disaster relief programs.

ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Easy

Est Time: 1-3 minutes

Learning Outcome: 01-04

Topic: Training Programs

71. Professional development includes knowing and staying within the legal _____ for your specific credential.

scope of practice

One very important aspect of professional development is knowing and staying within the legal scope of practice for your specific credential.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant

ABHES: 11.b. Demonstrate professional behavior

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Medium

Est Time: 1-3 minutes

Learning Outcome: 01-05

Topic: Professional Development

Multiple Choice Questions

72. The legal term _____ is defined as the care that ordinarily is provided by an average, prudent healthcare provider in a given situation.

- A. scope of practice
- B. health professional
- C. standard of care**
- D. optimum care
- E. scope of authority

Standard of care is the legal term that is defined as the care that ordinarily is provided by an average, prudent healthcare provider in a given situation.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant

ABHES: 4.f.2. Describe what procedures can and cannot be delegated to the medical assistant and by whom within various employment settings

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Medium

Est Time: 0-1 minute

Learning Outcome: 01-01

Topic: Responsibilities of the Medical Assistant

Fill in the Blank Questions

73. Many healthcare practices like the idea of a _____, who is a cross-trained member of the team and is able to do many different duties because it cuts personnel costs.

multiskilled healthcare professional

There are many healthcare practices that like the idea of having a multiskilled healthcare professional, who is a cross trained member of the team who is able to do many different duties, which cuts personnel costs.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant

ABHES: 11.b. Demonstrate professional behavior

ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed

Blooms: Remember

CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants

Difficulty: Medium

Est Time: 1-3 minutes

Learning Outcome: 01-04

Topic: Training Programs

Multiple Choice Questions

74. The medical assistant who researches a dietician for a patient with diabetes is acting as a _____.

- A. patient mentor
- B. patient advocate**
- C. healthcare assistant
- D. healthcare manager
- E. patient advisor

When the medical assistant researches for a community service such as a dietician for a diabetic patient he or she is acting as a patient advocate.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant

ABHES: 4.f.2. Describe what procedures can and cannot be delegated to the medical assistant and by whom within various employment settings

Blooms: Remember

CAAHEP: V.C.12. Define patient navigator

CAAHEP: V.C.13. Describe the role of the medical assistant as a patient navigator

Difficulty: Medium

Est Time: 0-1 minute

Learning Outcome: 01-01

Topic: Responsibilities of the Medical Assistant

Fill in the Blank Questions

75. Information on the kinds of duties the medical assistant can perform varies from state to state. This information can be found online by entering the words “_____” in the online search area.

medical assistant scope of practice

Information regarding the kinds of duties the medical assistant can perform can be found online by entering the words “medical assistant scope of practice” in the online search area.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant
ABHES: 4.f.1. Define scope of practice for the medical assistant within the state that the medical assistant is employed
Blooms: Understand
CAAHEP: X.C.1. Differentiate between scope of practice and standards of care for medical assistants
CAAHEP: X.P.1. Locate a state's legal scope of practice for medical assistants
Difficulty: Medium
Est Time: 1-3 minutes
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant

Multiple Choice Questions

76. What role is the medical assistant performing when helping patients through the confusing healthcare system and ensuring the patient’s treatment needs are met?
- A. Patient mentor
 - B. Patient advocate**
 - C. Healthcare assistant
 - D. Healthcare manager
 - E. Patient advisor

When the medical assistant helping a patient through the confusing healthcare system and ensuring the patient’s treatment needs are met, the medical assistant is performing in the role of patient advocate.

ABHES: 1.d. List the general responsibilities and skills of the medical assistant
ABHES: 4.f.2. Describe what procedures can and cannot be delegated to the medical assistant and by whom within various employment settings
Blooms: Remember
CAAHEP: V.C.12. Define patient navigator
CAAHEP: VI.C.13.
Difficulty: Easy
Est Time: 0-1 minute
Learning Outcome: 01-01
Topic: Responsibilities of the Medical Assistant