

Student name: _____

- 1) What is Medisoft?
- A) a computer operating system
B) a practice management program
C) a file sharing system
D) a medical records database
- 2) Identify the daily work that Medisoft can perform in the medical practice.
- A) submit insurance claims to payers
B) schedule appointments
C) monitor collections activities
D) All of these are correct.
- 3) Where is the information entered into Medisoft stored?
- A) in databases
B) in online folders
C) in storage cabinets
D) All of these are correct.
- 4) The office administrator has asked you what version of Medisoft your practice is currently using. What method would you use to find this information?
- A) access the File Maintenance feature via the File menu
B) access Medisoft support on the Internet via the Help menu
C) access the About Medisoft feature on the Help menu
D) access the Practice Information feature via the File menu
- 5) A collection of related bits of information is a
- A) provider network.
B) disk.

- C) file.
- D) database.

6) Explain how databases within Medisoft are linked.

- A) by having at least one fact in common
- B) through connection wires
- C) by entering data into more than one place in the

program

D) None of these are correct.

7) You are working at a medical practice that has just purchased and installed Medisoft. What must be done before

the practice may begin using the program?

- A) Basic information about the practice must be entered in the computer.
- B) Basic information about the practice's patients must be entered in the computer.
- C) The charges for patient visits must be entered in the

computer.

D) Basic information about the practice and the practice's patients must be entered in the computer.

8) How many major types of data are stored in Medisoft?

- A) three
- B) four

C) six

D) ten

9) Which type of data stored in Medisoft contains the data that are needed to create charges?

- A) diagnosis codes
- B) procedure codes

C) transactions

D) None of these are correct.

10) What types of transactions are stored in the transaction database in Medisoft?

- A) payments
- B) charges

- C) adjustments
- D) All of these are correct.

11) What Medisoft database stores information on each carrier's electronic claim submission requirements?

- A) provider data
- B) patient data

- C) insurance carriers
- D) transactions

12) What Medisoft database stores provider identification numbers?

- A) provider data
- B) patient data

- C) insurance carriers
- D) transactions

13) What Medisoft database contains the unique chart numbers of patients?

- A) provider data
- B) patient data

- C) insurance carriers
- D) transactions

14) Where can the Set Program Date command be found in Medisoft?

- A) Tools menu
- B) Activities menu

- C) Windows menu
- D) File menu

15) How many menus does Medisoft contain?

- A) 6
- B) 8

- C) 10
- D) 12

16) Where can Medisoft's file maintenance utilities be accessed?

- A) File menu
- B) Tools menu

- C) Activities menu
- D) Window menu

17) Which of the following commands is listed on the Edit menu?

- A) cut
- B) copy

- C) delete
- D) All of these are correct.

18) Which of the following menus would you use to enter a charge for an office visit?

- A) File menu
- B) Reports menu

- C) Tools menu
- D) Activities menu

19) Where can a calculator tool be found in Medisoft?

- A) Tools menu
- B) Edit menu

- C) Activities menu
- D) File menu

- A) day sheets
- B) customer satisfaction reports

- C) aging reports
- D) patient ledgers

21) Explain how Medisoft's Help menu can provide useful information.

- A) It is used to access Medisoft's built-in help feature.
- B) It provides a link to Medisoft support online.
- C) It selects diagnosis codes based on documentation.

D) It is used to access Medisoft's built-in help feature and provides a link to Medisoft support online.

22) The office administrator has asked you what version of Medisoft your practice is currently using. What method

would you use to find this information?

- A) access the File Maintenance feature via the File menu
- B) access Medisoft support on the Internet via the Help menu
- C) access the About Medisoft feature on the Help

menu

D) access the Practice Information feature via the File menu

23) What billing tasks may be performed via the Activities menu?

- A) entering charges
- B) entering deposits
- C) writing off small balance activities

D) All of these are correct.

24) You need to transfer patient information from one field to another in Medisoft. What is the most efficient way of performing this task?

A) use the Cut and

Paste commands to move the information to a new location

B) use the Delete command via the Edit menu to erase the information and then retype it in the new location

C) use the Activities menu to transfer the information to a new location

D) use the Lists menu to find and move the information to a new location

25) What Medisoft menu can be used to verify patient eligibility with insurance carriers?

A) Tools menu

B) Edit menu

C) Activities menu

D) File menu

26) A patient arrives for an encounter and his insurance eligibility needs to be verified before his appointment. How

A) use the Eligibility Verification feature via the Lists menu

B) use the Eligibility Verification feature via the Activities menu

C) use the Insurance feature via the Lists menu

can his eligibility be verified?

D) use the Insurance feature via the Activities menu

27) How are commands issued in Medisoft?

A) by clicking options on the menus

B) by clicking shortcut buttons on the toolbar

C) by clicking on the files in the File menu

D) by clicking options on the menus and shortcut buttons on the toolbar

28) What Medisoft menu is used to create a new practice in the program?

A) File menu

- B) Tools menu
- C) Activities menu

D) Window menu

29) Explain how to open the appointment scheduler in Medisoft.

- A) use the Appointment Book feature via the Lists menu
- B) use the Appointment Book feature via the Activities menu
- C) use the Patient Entry Template via the Lists menu

D) use the Patient Entry Template via the Activities menu

30) What are the shortcuts for frequently used Medisoft menu commands called?

- A) tabs
- B) buttons

- C) clickers
- D) markers

31) What Collection List shortcut button opens in Medisoft?

- A) Collection List dialog box
- B) Add Collection List Items dialog box
- C) Claim Management dialog box

D) Statement Management dialog box

32) How many buttons are there on the Medisoft toolbar?

- A) 9
- B) 18

- C) 26
- D) 32

- A) Office Hours button
- B) Timesheet button

- C) Schedule button
- D) Appointment Book button

34) What does the Enter Deposits and Apply Payments button open in Medisoft?

- A) Apply Payments to Charges dialog box
- B) Deposit List dialog box
- C) Apply Payments/Adjustments to Charges dialog

- box
- D) Transaction Entry dialog box

35) What dialog box would you use to open a custom report in Medisoft?

- A) Open Report dialog box
- B) Procedure/Payment/Adjustment Code List dialog box

- C) Patient List dialog box
- D) Quick Ledger dialog box

36) You have been asked to create some patient notes using Medisoft's built-in word processor. What button would

you click to begin this process?

- A) Launch Work Administrator
- B) Medisoft Help
- C) Edit Patient Notes in Final Draft

- D) Launch Medisoft Reports

37) What activity can be performed via Medisoft's Provider List button?

- A) Insurance carriers can be entered.

- B) Patient information can be entered.

- C) Referring providers can be entered.
- D) Providers may be entered.

38) What button is clicked to check on the results of an inquiry into the insurance eligibility of a patient?

- A) Insurance Carrier List
- B) Patient List
- C) View Eligibility Verification Results

D) Statement
Management

39) What button is used to create statements in Medisoft?

- A) Statement Management
- B) Claim Management

C) Transaction
Entry
D) Collection List

40) You have been asked to review the patient accounts requiring collection and determine which need to be followed up on promptly. What dialog box would allow you to perform this task?

- A) Add Collection List Item dialog box
- B) Collection List dialog box
- C) Patient List dialog box

D) Insurance
Carrier List dialog box

41) To add a patient's employer to Medisoft, you would use Medisoft's _____ button.

- A) Address List
- B) Launch Medisoft Reports

C) Employer List
D) Administrative
List

- 42) What key is used to move between text boxes within a dialog box?
- A) Tab key
 - B) Ctrl key
 - C) Shift key
 - D) Alt key
- 43) In order to edit a transaction, where must the user click?
- A) on the Delete button
 - B) on the New button
 - C) in the field that needs to be changed
 - D) None of these are correct.
- 44) Where are data saved in most medical practices?
- A) floppy disks
 - B) network drive
 - C) online servers
 - D) CDs
- 45) Medisoft always asks for confirmation before _____.
- A) adding data
 - B) editing data
 - C) saving data
 - D) deleting data
- 46) How are all data entered into Medisoft?
- A) through the menus on the menu bar
 - B) through the buttons on the toolbar
 - C) through the Office Hours program
 - D) through the menus on the menu bar and the buttons on the toolbar
- 47) You have been

asked to delete some data from Medisoft but find that there is no Delete button. What is another method you can use to delete the data?

A) Select the text that is to be deleted and use the right mouse button to delete the data.

B) Select the text that is to be deleted and click the Delete key on the keyboard.

C) Select the text that is to be deleted and then either use the right mouse button to delete the data or click the

Delete key on the keyboard: both methods would work.

D) Neither method indicated is correct: this type of data cannot be deleted.

48) In most dialog boxes in Medisoft, entered information is saved by clicking the _____ button.

A) Save

B) Store

C) OK

D) Record

49) Explain how a drop-down list may be used to enter data in Medisoft.

A) Selections may be made from the list of choices in a drop-down list.

B) Selections may be made by copying and pasting information from a drop-down list.

C) Selections may be made by cutting and pasting

information from a drop-down list.

D) None of these is correct.

50) The techniques used to manipulate data in Medisoft are similar to those used in

A) every other type of PMP.

B) a word-processing program.

C) every other type of PMP and a word-processing

program.

D) None of these are correct.

51) What steps should be used to change information already entered in Medisoft?

- A) the steps used to save data
- B) the steps used to delete data
- C) the steps originally used to enter the data

D) All of these are correct.

52) Most dates are entered in Medisoft using the _____ format.

- A) MMDDCCYY
- B) MMDDYY

- C) CCYYMMDD
- D) DDMMCCYY

53) How many different methods of changing the date in the program are available in Medisoft?

- A) Zero
- B) One

- C) Two
- D) Three

54) What name is given to the date the Medisoft program uses to record when a transaction occurred?

- A) Date
- B) Medisoft Date

- C) Program Date
- D) Medisoft
Program Date

55) The information in reports will be _____ if incorrect dates are used when entering data.

- A) incomplete
- B) inaccurate

- C) unaffected
- D) correct

56) Which of the following choices represents a valid date in MMDDCCYY format?

- A) 08242018
- B) 24082018

- C) 20182408
- D) 20180824

57) What is the appropriate MMDDCCYY format that corresponds to the date April 16, 2018?

- A) 20160418
- B) 04162018

- C) 16042018
- D) 04.16.2018

58) What date would be keyed 12022018 in MMDDCCYY format?

- A) December 2, 2018
- B) February 12, 2018
- C) October 22, 2018

- D) January 20, 2018

59) When entering certain patient transactions, the _____ window appears and asks whether the

transaction should be saved.

- A) Medisoft Program Date
- B) Date of Service Validation
- C) Date of Treatment

- D) Date Confirmation

60) Date-sensitive information

event or transaction

A) must be entered into Medisoft on the same day that the event or transaction occurred.

B) must be entered into Medisoft prior to the day that the event or transaction occurred.

C) must be entered into Medisoft after the day that the

occurred.

D) might not be entered into Medisoft on the same day that the event or transaction occurred.

61) Why is it important to know how to change the Medisoft Program Date?

A) Medisoft does not allow information to be entered if the wrong date is being used.

B) All information must be entered using the correct date to be accurate.

C) Medisoft does not allow information to be entered

if the wrong date is being used and all information must be entered using the correct date to be accurate.

D) None of these are correct.

62) Which of the following types of help is NOT available in Medisoft?

A) built-in

B) hints

C) patient education

D) All of these are available.

63) Where do hints appear in Medisoft?

A) on the status bar at the bottom of the screen

B) in the margin on the left

C) in the dialog box
D) in the built-in Help feature

64) How is Medisoft's built-in help feature accessed?

A) by moving the cursor over certain fields

B) by selecting Medisoft Help on the Help menu

C) through the Medisoft corporate website

D) All of these are correct.

65) How many different types of help does Medisoft offer?

- A) one
- B) two

- C) three
- D) four

66) What causes hints to appear in Medisoft?

- A) clicking the left mouse button in certain fields
- B) clicking the right mouse button in certain fields
- C) double-clicking the left mouse button in certain

fields

- D) moving the cursor over certain fields

67) Medisoft's built-in Help feature contains a Contents tab, a Search tab, and _____.

- A) a FAQ tab
- B) an Index tab

- C) a Knowledge base tab
- D) an Update tab

68) How is Medisoft exited?

- A) by clicking Exit on the File menu
- B) by clicking the Exit button on the toolbar
- C) by clicking the Save button

- D) by clicking Exit on the File menu or the Exit button on the toolbar

69) What is a copy of data files made at a specific point in time known as?

- A) restored data
- B) backup data

- C) saved data
- D) packed data

70) Name the process of retrieving data from backup storage devices.

- A) backing up data
- B) saving data

- C) restoring data
- D) packing data

71) You are starting the Medisoft program and need to access data that have previously been saved to the computer. What process should you follow to retrieve the necessary data?

- A) restoring data
- B) backing up data

- C) rebuilding data
- D) packing data

72) Explain the purpose of backing up data.

- A) to educate staff on common practices
- B) to protect the practice against lawsuits
- C) to ensure the financial viability of the practice

- D) to prevent the loss of information

73) Who determines a practice's backup schedule?

- A) HIPAA regulations
- B) state regulations

- C) the practice itself
- D) the health plan

74) How can Medisoft users avoid the inconvenience of exiting and restarting Medisoft if they need to use a different program on the computer?

- A) by using the Minimize button to make Medisoft temporarily inactive
- B) by clicking the Close box to make Medisoft

- temporarily inactive
- C) by clicking the Inactivate button
- D) None of these

are correct.

75) Many practices store a copy of backup data _____ to prevent the loss of information in the event of a natural or man-made disaster at the office facility.

- A) on the office's central computer
- B) at a location other than the office
- C) that is printed out and stored in secure filing

cabinets at the office

D) All of these are correct.

76) What button initiates the process of backing up data in Medisoft?

- A) Exit Program
- B) Back Up Reminder

- C) Back Up Data Now
- D) Start Restore

77) What button initiates the process of restoring data in Medisoft?

- A) Back Up Data Now
- B) Backup Complete

- C) Destination Path
- D) Restore Data

78) Which of the following features is provided by Medisoft to assist in maintaining data files stored in a system?

- A) purge data
- B) recalculate balances

- C) rebuild indexes
- D) All of these are correct.

79) Name the process that checks and verifies data and corrects any internal problems with the data.

- A) purging data

- B) rebuilding indexes
- C) recalculating balances

D) packing data

80) Name the term that refers to the deletion of vacant slots from the database.

- A) purging data
- B) rebuilding indexes

- C) recalculating balances
- D) packing data

81) Name the process of deleting files of patients who are no longer seen by a provider in a practice.

- A) purging data
- B) rebuilding indexes

- C) recalculating balances
- D) packing data

82) Name the process of updating patient accounts to reflect the most recent changes made to the data.

- A) purging data
- B) rebuilding indexes

- C) recalculating balances
- D) packing data

83) Explain what happens to the content of the data in the process of rebuilding indexes.

- A) It is checked and verified.
- B) It is not checked or verified.

- C) It is changed.
- D) It is deleted.

84) About how often should files be rebuilt in Medisoft to keep them working

- A) once per day
- B) once per week
- C) twice per week
- D) once per month

85) What dialog box contains Medisoft's four features that assist in maintaining stored data files?

- A) Backup dialog box
- B) Restore dialog box
- C) File Maintenance dialog box

D) Transaction
Entry dialog box

86) What should be done as a safety precaution before purging data?

- A) Data should be packed.
- B) A backup should be performed.
- C) Rebuilding index should be performed.

D) Recalculating
balances should be
performed.

87) What should be done when more space is needed on the hard disk and there are vacant slots to be deleted?

- A) packing data
- B) purging data

C) restoring data
D) backing up data

88) Data can be purged for _____ in Medisoft.

- A) statements
- B) appointments

C) recalls
D) All of these are
correct.

89) What determines which areas of the program a particular user can access and whether that user can only view

- A) access rights
- B) employee level

data or has rights to enter
or edit data?

C) physician status

D) All of these are correct.

90) What feature is designed to protect data files from unauthorized access by logging a user off after detecting no

activity for a specified number of minutes?

- A) the Auto Log Off feature
- B) the Boot Off feature
- C) the Back Up feature

D) the Close Medisoft feature

91) The Auto Log Off field can be set for up to

- A) 20 minutes.
- B) 39 minutes.

- C) 59 minutes.
- D) 90 minutes.

92) Who can assign access rights to each level of security in Medisoft?

- A) every user
- B) the administrator
- C) the person who installs Medisoft

D) All of these are correct.

93) What are Medisoft users assigned once security has been set up in Medisoft?

- A) user names
- B) passwords

- C) security codes
- D) user names and passwords

94) Explain the purpose of the Auto Log Off feature.

- A) to flag Medisoft users who are violating office

- security policies
- B) to remind

Medisoft users not to leave their work stations

C) to protect data files from unauthorized access

D) All of these are correct.

95) What can the audit function be used to do?

A) track changes made in Medisoft

B) track who made changes in Medisoft

C) evaluate the practice's coding and billing decisions

D) track changes made in Medisoft and track who made the changes

Answer Key

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9th ch2

Test name: Computers in the Medical Office

- 1) B
- 2) D
- 3) A
- 4) C
- 5) D
- 6) A
- 7) D
- 8) C
- 9) B
- 10) D
- 11) C
- 12) A
- 13) B
- 14) D
- 15) B
- 16) A
- 17) D
- 18) D

19) A

20) B

21) A

22) C

23) D

24) A

25) C

26) B

27) D

28) A

29) B

30) B

31) A

32) C

33) D

34) B

35) A

36) C

37) D

38) C

39) A

40) B

41) A

42) A

43) C

44) B

45) D

46) D

47) C

48) A

49) A

50) B

51) C

52) A

53) C

54) D

55) B

56) A

57) B

58) A

59) B

60) D

61) B

62) C

63) A

64) B

65) B

66) D

67) B

68) D

69) B

70) C

71) A

72) D

73) C

74) A

75) B

76) C

77) D

78) D

79) B

80) D

81) A

82) C

83) B

84) D

85) C

86) B

87) A

88) D

89) A

90) A

91) C

92) B

93) D

94) C

95) D