

Student name: _____

Of the following, which is *not* an application of an EHR system?

capture of past medical, family, and social history

capture of known medication allergies

capture of insurance policy number

capture of details of operative procedure(s)

Dr. Evans' office has computerized the following functions: appointment scheduling, charge capture, collections, and reporting. These are all found in which type of software?

electronic health record

compliance reporting

database management

practice management

Christine Simmons arrived for her appointment with Dr. Shumaker 20 minutes ago. The healthcare professional has just left the room after taking Christine's vital signs, weight, and a brief history of present illness. What will be the next step in Christine's flow through the overall process?

The patient will check in.

Clinical support personnel will meet with the patient.

The care provider will see the patient.

The patient will be taken through the check-out process.

Jesse Lopez is a healthcare professional at Summit Bay Health Center. He has just finished submitting claims to Blue Shield for patients seen yesterday. Jesse was performing what type of function?

assessment

registration

administrative

clinical

Sean Brown is a new care provider and has never before used EHRclinic. He is frustrated, and though you have been trying to help him, he is still having difficulty. What would be sound advice to give to Dr. Brown?

Direct him to the User's Guide in EHRclinic and show him the index, contents, and search features.

Have him call the EHRclinic 24-hour help line to speak with a technician.

Have him ask one of the other care providers in the practice for assistance.

Make arrangements to meet him at the office on a Saturday to teach him how to use the system.

You are a registrar in the admitting office of a hospital; a patient presents to register for an outpatient laboratory test. What will you first access to determine if that patient has ever been seen at that hospital before, or whether you must register him for the first time?

Master List

Master Patient (Person) Index

Diagnosis Index

Account Summary

Physicians' practices sometimes use a service to check for errors on claim forms prior to submitting a claim to the insurance company. The service that processes insurance claims is a:

billing service.

coding service.

clearinghouse.

fiscal intermediary.

Roberta is a healthcare professional at Dr. Ingram's office. She has a patient on the phone who wants to make an appointment with Dr. Ingram. What will Roberta first take into consideration when looking for an open appointment time?

the patient's schedule

the reason for the patient's visit

the patient's age

Dr. Ingram's vacation schedule

Pieces of data that identify a patient and include such items as name, address, and date of birth are considered what types of data?

demographic

administrative

clinical

financial

Which of the following is *not* a type of medical insurance?

Medicare

TRICARE

Self-pay from patient

Workers' Compensation

EHRclinic uses a single _____ to store administrative and clinical data on each patient.

payer system

log on

database

Master Patient (Person) Index

Though the costs of implementation will be high, which record-keeping costs will ultimately drop as a result of implementing an electronic health record?

training costs

cost of folders and clips to file each record

transcription costs

copying costs

Of the following, which contributes to the high cost of electronic health records for the software service provider?

training costs

hardware costs

research and development costs

all of these costs contribute

Which of the following statements accurately describes duplicate patient registration entries in an electronic health record system?

It is impossible to duplicate a patient registration in an electronic system.

Duplicate patient registrations can occur if the patient's name was misspelled or the patient was previously registered under a different name.

Duplicate registrations are not a problem in an electronic health record.

There is no need for the registration process within the electronic health record system.

Which of the following EHR applications may be more beneficial and efficient for the patient?

ePrescribing

dictating rather than hand writing the record

report-writing applications

interoperability capability

What must a care provider do before he/she will see the benefits of an EHR in relation to time spent documenting each patient's visit?

hire a scribe

dictate all of his/her notes

use a fill-in-the blank form and then transfer the notes into the EHR

devote time to learning the new system

Research has shown what in relation to the use of an EHR?

Care providers have embraced the use of EHR software willingly.

There has been a decrease in medical errors through the use of EHR software.

Patients whose care provider uses an EHR are less likely to be involved in their own care.

There has been an increase in staff turnover since EHRs have become more popular.

Of the following, which is *not* clinical information?

patient's weight

medication list

type of insurance

physical exam

A care provider is dictating a progress note into speech recognition while the patient is being seen. This dictation is occurring

after the physical exam.

at the point of care.

retrospectively.

instantaneously.

In a physician's practice, the documentation of a patient's office visit is often referred to as a discharge summary.

physical exam.

history of present illness.

progress note.

The feature in EHRclinic that guides the user on how specific functions or applications work is known as

Prime Assistance.

Help.

Prime Guide.

Prime Location.

During the history of present illness, the healthcare professional asks Ron Albertson for his preferred pharmacy. The healthcare professional then enters the information into EHRclinic. After the care provider has examined and diagnosed Mr. Albertson, he prescribes Amoxicillin and electronically sends the prescription to Mr. Albertson's chosen pharmacy without having to enter any additional information into the ePrescribe module. This is an example of

interoperability.

interfacing.

profitability.

seamlessness.

The first step of the information chain in an electronic system is

patient is checked in.

patient makes the appointment.

insurance verification is performed.

co-pay is collected.

The patient's bill for an encounter is ready to be sent to the insurer at what point in the encounter?

after the patient has scheduled the appointment

after the patient has been seen by the care provider

after the care provider has documented a diagnosis or diagnoses and all charges have been posted

after the insurance company has pre-approved the visit to the care provider

You are a healthcare professional at Summit Bay Health Center and you have just shown a patient, Mrs. Clark, to the check-out desk, where the billing coordinator had just taken the encounter form (superbill) for the visit. Dr. Daniels came to the window and stated that Mrs. Clark left the exam room before receiving her flu shot. What will occur in this case?

Mrs. Clark has already given the encounter form to the billing coordinator, so she will need to make another appointment.

Mrs. Clark will be taken back to the exam room and will be given a flu shot; however, she will not be charged since she has actually already checked out.

Mrs. Clark will be taken back to the exam room; she will be given the injection by the healthcare professional, who will document it in Mrs. Clark's record and will then update the encounter form to reflect the charges for the flu shot; at that point, Mrs. Clark will return to the check-out desk.

Mrs. Clark will be taken back to the exam room and will be given the injection by the healthcare professional; she will then be free to leave.

EHRclinic is what kind of computer software?

practice management

practice management and electronic health records (EHR)

electronic health records (EHR)

registration/admission/discharge/transfer

Of the following, which does *not* need to be sent to an insurance company on the CMS-1500 claim form?

patient's full name

patient's address

history of present illness

patient's date of birth

The steps listed below are carried out by which staff during an office visit?

Patient arrives for visit → Update patient information → Check in and collect co-pay →

Start patient tracking

care provider

clinical assistant/nurse

billing staff

registration/front-desk staff

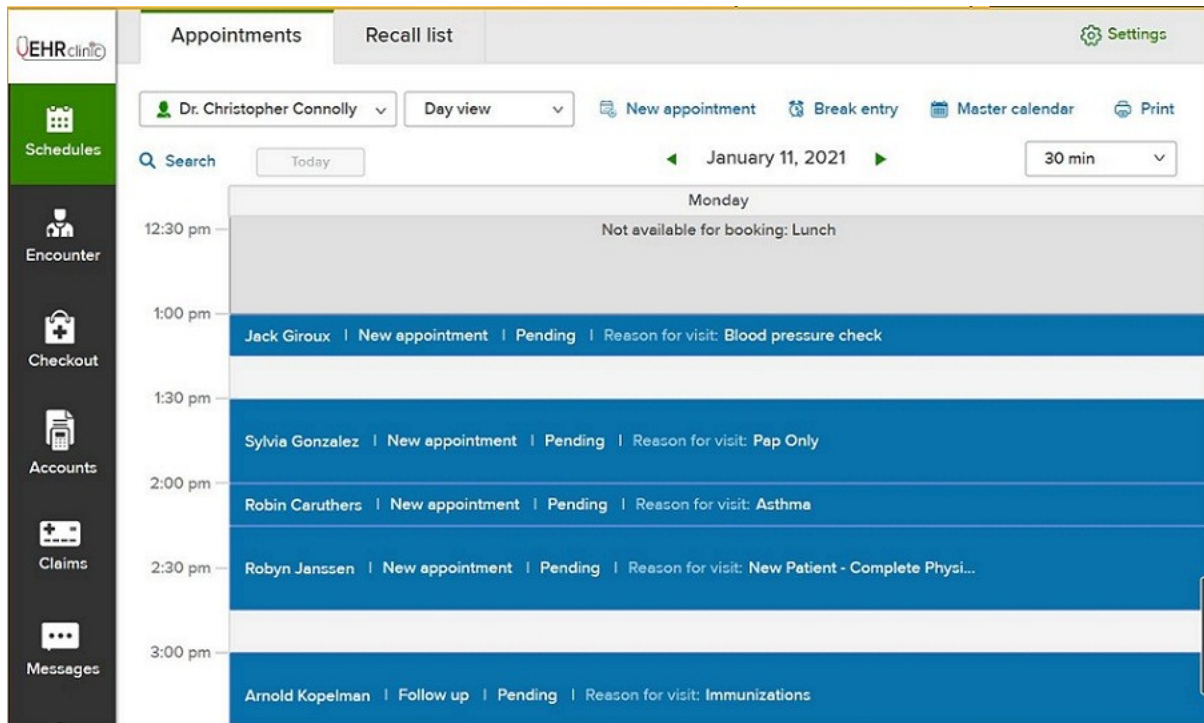
Joyce Burke is a healthcare professional working at Summit Bay Health Center. She is responsible for compiling insurance claims and checking them for completion. Which area of the office does Joyce most likely work in?

business office

check-out desk

front desk

clinical support



In the screenshot above, which patient is being seen for a Pap smear?

Jack Giroux

Robyn Janssen

Robin Caruthers

Sylvia Gonzalez

Of the following, which is an advantage of adopting an electronic health record?

the cost of implementing an electronic system

the potential for interoperability with other computerized systems within the practice or hospital

the high learning curve

the requirement of little time or effort by the office staff

Which of the following functions is carried out during the check-in steps?

Healthcare professional takes medical history.

Patient calls office for appointment.

Healthcare professional updates patient information.

Healthcare professional posts patient charges.

Which of the following is *not* a care provider?

Medical Receptionist

Certified Nurse Practitioner

Certified Nurse Midwife

Dentist

You are the office manager of Summit Internal Medicine. You have been encouraging the three care providers in the practice to convert completely to an electronic health record; currently they hand write their records and then clerical staff scans the records into the computer. They have asked you to give your arguments for conversion to a true electronic health record and to present it to them in written form by the end of the week. How will you argue the point for adoption of an EHR?

Give an example and explain why the processes outlined in the Clinical Staff/Care Provider Flowchart may need to be repeated once the patient checks out from her current visit.

There is a high learning curve when implementing an electronic health record. Describe what this statement means.

You have been asked to speak at a local organization about the electronic health record. You have been asked "Why has it taken so long to use computerized health records; other industries have conducted business by computer for a long time." How will you answer?

Dr. Philips left Daniel James' paper chart in the office with him after she completed examining the patient. Doing so may cause concern. Why? How would the electronic record have changed this scenario?

Name at least three functions that are carried out through the use of Practice Management software (be specific in your answer).

Name at least three functions that are carried out through the use of electronic health records software (be specific in your answer).

Of the following, which is an application of a PM system?

capture of past medical, family, and social history

capture of known medication allergies

capture of insurance policy number

capture of details of operative procedure(s)

Dr. Rodriguez's office has computerized the following functions: history of present illness, chief complaint, and allergies. These are all found in which type of software?

electronic health record

compliance reporting

database management

practice management

Joyce Shawger has just been seen by Dr. Yates. What will be the next step in Joyce's flow through the overall process once Dr. Yates has completed the exam and determined a plan of care?

The patient's co-payment will be collected.

Billing staff will verify the patient's insurance coverage.

Front desk staff will update patient information.

The patient will be taken through the check-out process.

Which of the following functions is carried out during the check-out steps?

Healthcare professional takes medical history.

Patient calls office for appointment.

Healthcare professional updates patient information.

Healthcare professional posts patient charges.

The steps listed below are carried out by which staff during an office visit?

Creates insurance claim – receive explanation of benefits – post payments
care provider

clinical assistant/nurse

billing staff

registration/front-desk staff

Of the following, which needs to be sent to an insurance company on the CMS-1500 claim form?

patient's full name

patient's employer

history of present illness

drug allergies

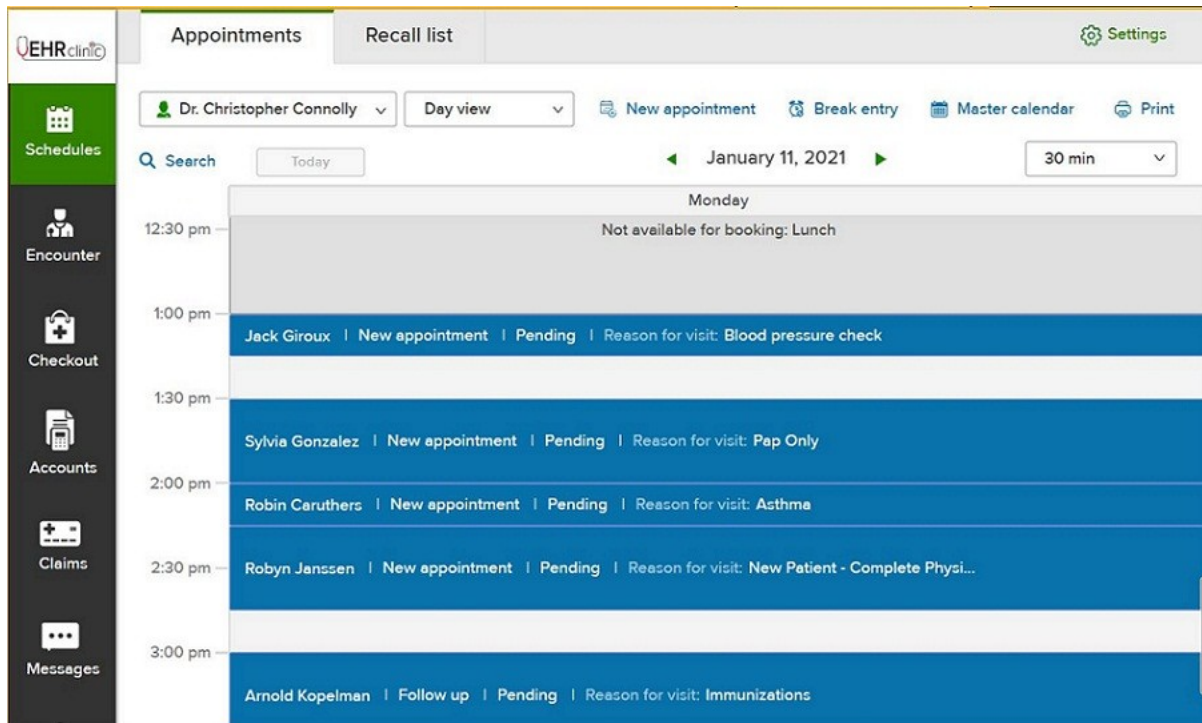
Marti Bradley is responsible for answering telephones and scheduling patients. Which area of the office does Marti most likely work in?

business office

check-out desk

front desk

clinical support



In the screenshot above, which patient is being seen for immunizations?

Jack Giroux

Robyn Janssen

Robin Caruthers

Arnold Kopelman

After seeing the patient, the nurse leaves the patient's chart open on the exam room computer. Why might this be a concern?

Which of the following type of medical insurance covers uniformed service members?

Medicare

TRICARE

Self-pay from patient

Workers' Compensation

Answer Key

Test name: CH1 Integrated Electronic Health Records 4E

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Short Answer

Short Answer

Short Answer

Short Answer

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D

Essay

B