

Chapter 01 - The Medical Assistant, Health Care Team, and Medical Environment

1. Medical assisting is probably right for you if you:

- a. like to work alone, completing tasks independently.
- b. are more comfortable completing a consistent task daily.
- c. enjoy focusing primarily on patient billing and coding.
- d. are interested in a career in an expanding field.

ANSWER: d

2. Which category of skills includes those that keep medical assistants practicing within their scope of practice?

- a. Administrative support
- b. Regulatory compliance
- c. Clinical interventions
- d. Diagnostic coordination

ANSWER: b

3. Which of these is an example of an administrative skill?

- a. Collecting specimens
- b. Performing vital signs
- c. Administering medications
- d. Preparing medical records

ANSWER: d

4. Which of these is an example of a clinical skill?

- a. Performing patient screenings
- b. Performing bookkeeping and collection procedures
- c. Scheduling patient appointments
- d. Preparing submittal ("clean") insurance forms

ANSWER: a

5. The majority of medical assistants work in which type of environment?

- a. Surgical
- b. Insurance company
- c. Ambulatory care
- d. Laboratory

ANSWER: c

6. The expenses involved in running a business have made which of the following rare today?

- a. Solo practices
- b. Partnerships
- c. Multi-provider clinics
- d. Hospitals

ANSWER: a

7. Urgent care centers:

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- a. originated about 10 years ago.
- b. are usually open only on weekends.
- c. typically require patients to make an appointment.
- d. take care of patients with acute illness or injury.

ANSWER:

d

8. The Patient-Centered Medical Home (PCMH) is a team-based model of care led by:

- a. a surgeon.
- b. a care coordinator.
- c. a personal provider.
- d. an insurance agent.

ANSWER:

c

9. According to the United States Department of Labor, Bureau of Labor Statistics, employment of medical assistants is projected to grow by what percentage from 2022 to 2033?

- a. Grow 15 percent
- b. Grow 17 percent
- c. Grow 23 percent
- d. Grow 32 percent

ANSWER:

a

10. What was the primary purpose of the American Association of Medical Assistants (AAMA) when it was established in 1955?

- a. To be the only professional organization for medical assistants
- b. To raise the standards of the medical assistant profession
- c. To support multiple allied health careers
- d. To provide pathways to lifelong learning in related healthcare disciplines

ANSWER:

b

11. Candidates for the CMA (AAMA) Certification Exam are allowed a period of how many days to complete the exam?

- a. 30
- b. 60
- c. 90
- d. 120

ANSWER:

c

12. Which organization offers the Registered Medical Assistant certification?

- a. American Medical Technologists (AMT)
- b. American Association of Medical Assistants (AAMA)
- c. National Center for Competency Testing (NCCT)
- d. American Academy of Professional Coders (AAPC)

ANSWER:

a

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13. Which organization offers certification examinations for the National Certified Medical Assistant and National Certified Medical Office Assistant?

- a. American Academy of Professional Coders (AAPC)
- b. National Healthcareer Association (NHA)
- c. American Medical Technologists (AMT)
- d. National Center for Competency Testing (NCCT)

ANSWER: d

14. Candidate certification from the National Center for Competency Testing (NCCT) is valid for a period of how many years from the date of certification indicated on the candidate's certificate?

- a. 2
- b. 5
- c. 7
- d. 10

ANSWER: b

15. How do NCCT-certified individuals maintain their certification annually?

- a. Complete the renewal process by accruing continuing education.
- b. Retake the certification exam every year.
- c. Submit proof of full-time employment in a medical assisting role.
- d. Pass a practical skills assessment administered by the NCCT.

ANSWER: a

16. What is one way to qualify for a National Healthcareer Association (NHA) certification exam?

- a. Passing a written pre-assessment exam
- b. Two years of part-time job experience and a high school diploma or GED
- c. Graduation from an NHA-approved healthcare training program
- d. Completion of an NHA practice exam

ANSWER: c

17. Which of the following is an unrecognized certification by the American Academy of Professional Coders (AAPC)?

- a. Certified Professional Coder (CPC) (Outpatient Physician Office Credential)
- b. Certified Professional Coder (CPC-OP) (Outpatient Clinic)
- c. Certified Professional Coder-Hospital Outpatient (CPC-H) (Outpatient Hospital/Facility Credential)
- d. Certified Professional Coder-Payer (CPC-P) (Payer Coding Credential)

ANSWER: b

18. Which of the following is the American Academy of Professional Coders (AAPC) certification for physician practice?

- a. Certified Professional Coder-Payer (CPC-P)
- b. Certified Medical Administrative Assistant (CMAA)
- c. Certified Professional Coder-Hospital Outpatient (CPC-H)
- d. Certified Professional Coder (CPC)

ANSWER: d

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19. Which of the following is a duty of a patient advocate/navigator?

- a. Interpreting laboratory test results for diagnostic purposes
- b. Adjusting a patient's medication dosage as needed
- c. Performing minor surgical wound closure
- d. Explaining insurance coverage and assisting with referrals

ANSWER: d

20. How do patient advocates/navigators differ from case managers in terms of their primary focus?

- a. Ordering diagnostic tests and procedures
- b. Overseeing clinical interventions and follow-up care
- c. Prescribing and managing medication therapies
- d. Guiding patients through support services and community resources

ANSWER: d

21. Which of the following practitioners specializes in diagnosing and treating diseases and malfunctions of the glands of internal secretion (hormones)?

- a. Allergist
- b. Cardiologist
- c. Endocrinologist
- d. Anesthesiologist

ANSWER: c

22. Which of the following practitioners specializes in diagnosing and treating abnormalities, diseases, and disorders of the heart?

- a. Allergist
- b. Cardiologist
- c. Endocrinologist
- d. Anesthesiologist

ANSWER: b

23. Which professional behavior refers to being able to say the right thing at the right time?

- a. Accurate
- b. Tact
- c. Empathetic
- d. Precise

ANSWER: b

24. Which of the following practitioners specializes in diagnosing and treating conditions of altered immunologic reactivity?

- a. Allergist
- b. Cardiologist
- c. Endocrinologist

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- d. Anesthesiologist

ANSWER:

a

25. Which of the following practitioners specializes in performing analysis on tissue samples to confirm diagnosis and usually has no direct contact with patients?

- a. Allergist
- b. Cardiologist
- c. Endocrinologist
- d. Pathologist

ANSWER:

d

26. Which of the following practitioners specializes in diagnosing and treating conditions of the skin?

- a. Allergist
- b. Cardiologist
- c. Endocrinologist
- d. Dermatologist

ANSWER:

d

27. Which of the following practitioners specializes in diagnosing and treating diseases and disorders of the stomach and intestines?

- a. Gastroenterologist
- b. Cardiologist
- c. Endocrinologist
- d. Dermatologist

ANSWER:

a

28. Which type of accreditation focuses on evaluating the quality of a specific educational offering, such as a medical assisting curriculum?

- a. Institutional accreditation
- b. Programmatic accreditation
- c. Regional accreditation
- d. National accreditation

ANSWER:

b

Match each healthcare professional to the correct description of their duties, licensure, or certification requirements.

- | | |
|-----------------------------------|-----------------------------|
| a. Physician (MD/DO) | b. Medical Assistant (MA) |
| c. Registered Nurse (RN) | d. Physician Assistant (PA) |
| e. Licensed Practical Nurse (LPN) | |

29. Requires passing the United States Medical Licensing Examination (USMLE) or completing a residency program.

ANSWER:

a

30. Works under a licensed physician, performing both clinical and administrative tasks. Certification may include CMA (AAMA) or RMA (AMT).

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ANSWER: b

31. Must complete the National Council Licensure Examination (NCLEX-RN) or be trained to provide direct patient care, administer medications, and educate patients.

ANSWER: c

32. Performs exams, orders tests, and prescribes certain medications under physician supervision; may practice independently in some states.

ANSWER: d

33. Trained in direct patient care and works under supervision in hospitals, nursing homes, and similar settings.

ANSWER: e

Match each type of complementary or alternative therapy with its correct description.

- | | |
|-------------------------------------|----------------|
| a. Ayurvedic Medicine | b. Acupuncture |
| c. Aromatherapy | d. Biofeedback |
| e. Visualization and Guided Imagery | |

34. A traditional healing system from India that focuses on balancing energies (vata, pitta, and kapha) to maintain health

ANSWER: a

35. A therapy that involves using sterile, thin needles inserted into specific points along meridians to relieve pain or treat conditions.

ANSWER: b

36. A practice that uses essential oils extracted from plants to provide therapeutic effects, such as stress relief and antibacterial benefits.

ANSWER: c

37. A technique that uses electrical equipment to help individuals gain voluntary control over bodily functions like stress, pain, or heart rate.

ANSWER: d

38. A mind-body therapy where individuals imagine positive outcomes to reduce stress, manage pain, and improve well-being.

ANSWER: e

Match each government legislation or organization with its correct description.

- | | |
|--|--|
| a. Clinical Laboratory Improvement Amendments (CLIA) | b. Occupational Safety and Health Administration (OSHA) |
| c. World Health Organization (WHO) | d. Health Insurance Portability and Accountability Act (HIPAA) |
| e. National Institutes of Health (NIH) | |

39. Established guidelines for operating laboratories and set standards for laboratory testing to ensure accuracy and quality.

ANSWER: a

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40. A federal agency under the U.S. Department of Labor that enforces workplace safety regulations, including those for healthcare settings.

ANSWER: b

41. A specialized agency of the United Nations that works to control and eradicate diseases worldwide, providing medical supplies and research support.

ANSWER: c

42. A U.S. law designed to protect patient privacy, prevent fraud and abuse, and regulate the electronic transmission of health data.

ANSWER: d

43. A research agency under the U.S. Department of Health and Human Services that supports biomedical research and provides health information to professionals.

ANSWER: e

44. Which of the following is considered a type of complementary alternative medicine (CAM)?

- a. Surgical removal of a tumor
- b. Chemotherapy treatment
- c. Acupuncture and massage
- d. Prescription of antibiotics

ANSWER: c

45. According to the National Center for Complementary and Alternative Medicine, how are CAM therapies defined?

- a. Treatments that are widely used in conventional hospitals
- b. Medical practices only used in pediatric medicine
- c. Interventions primarily based on psychological therapies
- d. Practices not commonly used, accepted, or available in conventional medicine

ANSWER: d