

Name _____

[/test-bank-medical-assisting-administrative-and-clinical-competencies-8e-ble](#)

Class _____

Date _____

Chapter 01: The Medical Assistant

1. Medical assisting is probably *not* for you if you:

- a. have an interest in health and medicine
- b. are good at multi-tasking
- c. do not like variety in your job
- d. are interested in a career in an expanding field

ANSWER:

c

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

- a. communication
- b. legal and ethical concepts
- c. instruction
- d. operational functions

ANSWER:

b

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

- a. collecting specimens
- b. performing vital signs
- c. administering medications
- d. medical record preparation

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 appointments
- d. preparing submittal ("clean") insurance forms

ANSWER:

a

5. Medical assistants are generally allowed to:

- a. perform examinations
- b. diagnose illnesses
- c. prescribe treatment
- d. assist in the administration of treatment

ANSWER:

d

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

- a. surgical
- b. insurance company
- c. ambulatory care
- d. laboratory

ANSWER:

c

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

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- a. solo practices
- b. partnerships
- c. multi-provider clinics
- d. hospitals

ANSWER:

a

8. Urgent care centers:

- 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

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

- a. a surgeon
- b. the patient
- c. a personal provider
- d. a health insurance company representative

ANSWER:

c

10. According to the U.S. Department of Labor, employment of medical assistants is expected to _____ from 2012 to 2022.

- a. grow 118 percent
- b. grow 29 percent
- c. remain about the same
- d. shrink 17 percent

ANSWER:

b

11. For good grooming, it is recommended that you brush and floss your teeth at least _____ a day.

- a. once
- b. twice
- c. three times
- d. five times

ANSWER:

b

12. To be more efficient with your time, it is recommended that you do *not*:

- a. focus on your most important tasks each day
- b. learn to say no to low-priority requests
- c. stay away from bad habits that rob you of your time
- d. be a perfectionist for tasks that don't require your best effort

ANSWER:

d

13. Which of these tasks is typically the *lowest* priority?

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- a. working on pending files that have tasks
- b. performing procedures and dismissing patients
- c. rooming patients
- d. assisting the provider with emergencies and procedures

ANSWER:

a

14. The American Association of Medical Assistants (AAMA) traces its roots back to:

- a. 1935
- b. 1955
- c. 1975
- d. 1995

ANSWER:

b

15. Candidates for the CMA (AAMA) Certification Exam are allowed a ____-day period in which to take the exam.

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

ANSWER:

c

16. 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

17. 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

18. Candidate certification from the NCCT is valid for a period of ____ years, from the date of certification indicated on each candidate's certificate.

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

ANSWER:

b

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19. A requirement for maintaining NCCT certification is the accrual of ____ clock hours of continuing education each year.

- a. 14
- b. 10
- c. 22
- d. 34

ANSWER: a

20. To qualify to sit for an NHA certification exam, you must graduate from an NHA-approved health care training program or have at least:

- a. 6 months of full-time job experience and a high school diploma or GED
- b. 6 months of full-time job experience and an associate's degree
- c. 1 year of full-time job experience and a high school diploma or GED
- d. 1 year of full-time job experience and an associate's degree

ANSWER: c

21. AAPC offers several types of certifications. Which of the following is *not* an AAPC certification?

- 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

22. Which of the following is the AAPC certification for physician practice?

- a. CPC-P®
- b. CMAA
- c. CPC-H®
- d. CPC®

ANSWER: d

Match each term with its definition.

- a. American Medical Technologists (AMT)
- b. professionalism
- c. advocate
- d. multi-provider clinic
- e. programmatic accreditation
- f. institutional accreditation
- g. generalist
- h. perfume
- i. jewelry
- j. partnership
- k. National Center for Competency Testing (NCCT)

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- l. occupational analysis
- m. American Academy of Professional Coders (AAPC)
- n. National Healthcareer Association

23. Identifies three broad areas of practice for medical assistants certified through the AAMA

ANSWER: l

24. Person who looks out for patients

ANSWER: c

25. Medical assistant who performs both clinical and administrative duties

ANSWER: g

26. Type of medical practice made up of at least two physicians

ANSWER: j

27. Type of medical practice made up of at least three physicians

ANSWER: d

28. Behaviors such as displaying tact, diplomacy, courtesy, respect, and dignity are the utmost important skills of a medical assistant, demonstrating responsibility in all aspects of the job and promoting integrity and honesty

ANSWER: b

29. This not only looks out of place in a medical setting, it is also a great collector of microorganisms

ANSWER: i

30. Something that may be offensive to patients, especially if they have allergies or are suffering from nausea

ANSWER: h

31. Type of accreditation offered by the Accrediting Bureau of Health Education Schools (ABHES)

ANSWER: e

32. Type of accreditation offered by the Accrediting Commission of Career Schools and Colleges (ACCSC)

ANSWER: f

33. Organization, founded in 1939, that serves as a certification and membership society for several allied health professionals, including medical assistants, phlebotomists, and medical lab assistants

ANSWER: a

34. Organization that offers certification examinations for National Certified Medical Assistant (NCMA) and National Certified Medical Office Assistant (NCMOA)

ANSWER: k

35. Organization that produces publications including *Healthcare Business Magazine*, *Healthcare Business Tips & Resources*, and *ICD-10 Tips and Resources*

ANSWER: m

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36. Organization, established in 1989 as a certification agency, that offers eight certification exams for several allied health care areas, including the CCMA and CMAA

ANSWER: n

Match each professional trait with its definition.

- a. courteous
- b. initiative
- c. dependable
- d. punctual
- e. accurate
- f. respectful
- g. patient
- h. honest
- i. confidential

37. Being detail-oriented and ensuring that information is correct

ANSWER: e

38. Being polite and well-mannered

ANSWER: a

39. Being prudent and conscious, especially in regard to speech

ANSWER: i

40. Being reliable and responsible

ANSWER: c

41. Being trustworthy and truthful

ANSWER: h

42. Showing ambition

ANSWER: b

43. Acting calm when things don't necessarily go as planned

ANSWER: g

44. Being in exact agreement with time

ANSWER: d

45. Showing regard for others even if you disagree with their message

ANSWER: f

Match each professionalism trait with its definition.

- a. tactful
- b. team player

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- c. empathetic
- d. adaptable

46. The ability to adjust

ANSWER: d

47. Be able to perceive a situation and know the right thing to say or do

ANSWER: a

48. Put yourself in another person's shoes; think about what is best for the patient

ANSWER: c

49. Work cooperatively with a group of people

ANSWER: b

50. Which of the following defines the principles of self-boundaries?

- a. not examining, diagnosing, or prescribing treatment
- b. knowing when to back off in a confrontation
- c. understanding the sender-receiver feedback philosophy
- d. all of the above

ANSWER: a

51. Which of the following describes the role of the patient navigator prior to the patient seeing the provider?

- a. Conduct a preplanning visit with the patient prior to the office visit to assist with the visit agenda.
- b. Obtain a basic history including medication use.
- c. Perform any needed tests that are due.
- d. All of the above

ANSWER: d

52. Which of the following describes the role of the patient navigator during the patient with the provider?

- a. documenting the provider's remarks or findings in the medical record, filling out documents, and ordering laboratory tests and radiograph studies
- b. assisting with referrals, queuing electronic prescriptions for the provider to approve and send to the pharmacy
- c. assisting with procedures
- d. all of the above

ANSWER: d

Match the following description of how to project a professional appearance to the description. Note: Answers may be used more than once.

- a. cleanliness
- b. posture
- c. hand care
- d. hair

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- e. proper attire
- f. jewelry
- g. fragrances
- h. cosmetics

53. Should be tasteful and skillfully applied

ANSWER: h

54. Looks out of place and it is a great collector of microorganisms

ANSWER: f

55. Can be offensive to some patients, especially if they have allergies or are suffering from nausea

ANSWER: g

56. Take a daily bath or shower and use a deodorant or antiperspirant

ANSWER: a

57. Some facilities have policies that prohibit any use at all

ANSWER: g

58. Shampoo your hair often

ANSWER: a

59. Affects not only your appearance but also the amount of fatigue you experience

ANSWER: b

60. Novelty piercings, such as nose rings and tongue studs, are not appropriate for professional grooming and may not be allowed by the facility

ANSWER: f

61. Keep your fingernails manicured and cut well below the fingertips

ANSWER: c

62. Start each day with an aseptic hand wash, paying close attention to nails

ANSWER: c

63. Brush and floss your teeth at least twice a day; use mouthwash or breath mints when necessary

ANSWER: a

64. The ease with which you move around reflects your poise and confidence

ANSWER: b

65. Keep it clean and away from your face; if it is long, it should be worn up or fastened back

ANSWER: d

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66. When uniforms are required, they should be clean and free of wrinkles and fit well

ANSWER: e

67. Follow institutional guidelines in relation to artificial nails and polishes (most facilities prohibit artificial nails, colored nail polish, and art)

ANSWER: c

68. Uniform shoes should be kept clean and have clean shoestrings; hose must not have runs

ANSWER: e

69. Pay attention to the undergarments you wear beneath the uniform so that they do not show through the fabric of your uniform and that t-shirts or other long-sleeved shirts look professional

ANSWER: e

70. Wear watch or wedding ring only

ANSWER: f

71. Which of the following is *not* considered a positive personal trait?

- a. sharing information on social networking sites
- b. friendly attitude
- c. genuine smile
- d. perception as a professional

ANSWER: a

72. Which of the following will *not* assist you in being more efficient with your time?

- a. Be a perfectionist for tasks that don't require your best effort.
- b. Make a daily list of tasks and projects that must be completed.
- c. Learn to say no to low-priority requests—especially those that are optional.
- d. Stay away from bad habits that rob you of your time such as surfing the Internet or using the phone for extended lengths of time.

ANSWER: a

The clinical side of medical assisting has a natural progression. Match what takes priority when working in a clinical capacity with the description. Note: Answers may be used more than once.

- a. first priority
- b. second priority
- c. third priority
- d. fourth priority

73. Performing procedures and dismissing patients

ANSWER: c

74. When a room becomes vacant, clean and prepare it for the next patient

ANSWER: b

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75. Assisting the provider with emergencies and procedures

ANSWER: a

76. Working on pending files that have tasks

ANSWER: d

77. Learning to anticipate when a patient might need a special procedure performed is a good skill to cultivate

ANSWER: a

78. Calling back patients with test results, calling in prescriptions per the provider's order, and so on

ANSWER: d

79. Try to stay one to two rooms ahead of the provider; the provider should never have to wait for the medical assistant to room a patient

ANSWER: b

80. Retrieve the patient from the reception area, document the patient's chief complaint, and perform vital signs

ANSWER: b

81. The medical assistant can save time by preparing items necessary for the procedure ahead of time, but do not open any supplies until a direct order is given to perform the procedure

ANSWER: a

There are three main areas of medical assisting: general, administrative, and clinical. Match the term to its description. Note: Answers may be used more than once.

- a. general skills
- b. administrative skills
- c. clinical skills

82. Help manage the business affairs of the practice

ANSWER: b

83. Psychology, communication, professionalism

ANSWER: a

84. Establishing patient medical records, scheduling appointments and practice finances

ANSWER: b

85. Anatomy and physiology, infection control, patient intake, and documentation of care

ANSWER: c

86. Medical law/regulatory guidelines, medical ethics, risk management

ANSWER: a

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87. Patient preparation and assisting the provider

ANSWER:

c

88. Medical reception, patient navigator/advocate, medical business practices

ANSWER:

b

89. Quality assurance and safety, and medical terminology

ANSWER:

a

90. Nutrition, collecting and processing specimens, diagnostic testing

ANSWER:

c

91. Pharmacology and emergency management/basic first aid

ANSWER:

c