

CHAPTER 1

Medical Assisting: The Profession

True/False:

1. _____ Historically, medical assistants were trained on the job by a physician.

Answer: True

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Objective #2

2. _____ The medical assistant's main responsibility is to assist the physician in providing patient care.

Answer: True

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Objective #5

3. _____ Medical assistants can perform duties that are beyond their level of responsibility, education, and training.

Answer: False

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Objective #5

4. _____ It is important to present a confident, professional image that helps put the patient at ease.

Answer: True

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Objective #7

5. _____ Good communication skills are NOT expected from the medical assistant.

Answer: False

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Objective #7

6. _____ It is your responsibility as a medical assistant to only practice within your scope of practice.

Answer: True

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Objective #5

7. _____ A licensed medical assistant can perform the same duties as a licensed nurse.

Answer: False

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Objective #5

8. _____ The medical assistant's main responsibility is to assist the physician or health care practitioner.

Answer: True

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Objective #5

9. _____ The medical assistant is uniquely qualified to perform the administrative and clinical procedures associated with the responsibilities of a medical office assigned by the physician.

Answer: True

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Objective #5

10. _____ Qualities or characteristics regularly found in good medical assistants are integrity, discretion, empathy, and the ability to safeguard the patient's right to confidentiality.

Answer: True

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Objective #7

11. _____ Remember, eating, drinking, or chewing gum while working is appropriate in areas open to the public and helps the day go by more quickly.

Answer: False

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Objective #7

12. _____ A job in the Medical Records Department would require general administrative skills, understanding of medical terminology, and knowledge of insurance coding.

Answer: True

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Objective #9

13. _____ Experienced medical assistants may find work as office managers, medical records managers, hospital unit secretaries, and instructors for medical assistant programs.

Answer: True

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Objective #9

14. _____ Medical assisting requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience.

Answer: True

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Objective #3

15. _____ A medical assistant in a degree program should expect to be in school for at least four years.

Answer: False

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Objective #3

16. _____ Urgent care facilities have business hours at night and on the weekends, in addition to normal business hours.

Answer: True

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Objective #5

17. _____ Obtaining a medical history from a patient is an example of an administrative competency.

Answer: False

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Objective #6

18. _____ Potential job opportunities for medical assistants may include data processing clerk, insurance claims coder, and multifunctional technician.

Answer: True

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Objective #9

19. _____ A physician's office is an example of an ambulatory care setting.

Answer: True

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Objective #9

20. _____ A medical assistant who witnesses unsafe workplace behavior has a responsibility to notify OSHA.

Answer: True

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Objective #9

Multiple Choice:

1. Which of the following is NOT an administrative responsibility of a medical assistant?
- a. Greeting and receiving patients
 - b. Giving an injection
 - c. Handling petty cash
 - d. Reconciling bank statements

Answer: b

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Objective #5

2. Which of the following is NOT a clinical responsibility of a medical assistant?
- a. Obtaining a medical history
 - b. Cleaning and sterilizing equipment
 - c. Transcribing medical dictation
 - d. Performing ECGs

Answer: c

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Objective #6

3. Which of the following is a clinical responsibility of a medical assistant?
- a. Obtaining a patient's vital signs
 - b. Maintaining employee records
 - c. Handling petty cash
 - d. Greeting patients

Answer: a

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Objective #6

4. Which of the following is an administrative responsibility of a medical assistant?
- a. Filing patient records
 - b. Venipuncture
 - c. Performing ECGs
 - d. Sterilizing medical instruments

Answer: a

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Objective #5

5. The _____ developed a document called the DACUM (Developing a Curriculum) to define specific areas of instruction and competencies for medical assisting.

- a. AMA
- b. AAMA
- c. RMA
- d. RAA

Answer: b

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Objective #6

6. Which of the following is NOT a characteristic of a good medical assistant?

- a. Integrity
- b. Pity
- c. Discretion
- d. Confidentiality

Answer: b

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Objective #7

7. Historically, medical assistants were trained on the job by a(n) _____.

- a. receptionist

- b. another medical assistant
- c. physician
- d. nurse

Answer: c

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Objective #2

8. Which of the following is NOT one of the education/training programs available for the medical assistant?

- a. Certificate
- b. Accreditation
- c. Diploma
- d. Degree

Answer: b

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Objective #3

9. The medical assistant always works as an agent of the _____.

- a. physician
- b. customer
- c. diploma
- d. patient

Answer: a

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Objective #5

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10. Which of the following programs, in the field of medical assisting, is approximately eight months to two years in length?

- a. Certificate
- b. Diploma
- c. Degree
- d. Bachelors

Answer: c

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Objective #3

11. In many cases, who will be the first health professional the patient will encounter?

- a. Physician
- b. Medical assistant
- c. Doctor
- d. Head nurse

Answer: b

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Objective #7

12. Which of the following is NOT appropriate in areas open to the public?

- a. Chewing gum
- b. Drinking
- c. Eating
- d. All of the above

Answer: d

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Objective #7

13. Which of the following is NOT an administrative responsibility?

- a. Inventory control—ordering and storing of supplies
- b. Computer skills
- c. Handling petty cash
- d. Screening nonpatients and visitors

Answer: a

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Objective #5

14. Which of the following is NOT a clinical responsibility?

- a. Preparing patients for X-rays
- b. Performing ECGs
- c. Transcribing medical dictation
- d. Cleaning and sterilizing equipment

Answer: c

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Objective #6

15. Which of the following is NOT a form of communication?

- a. Nonverbal
- b. Spoken/verbal
- c. Thought
- d. Written

Answer: c

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Objective #7

16. What does the abbreviation AAMA stand for?

- a. Association of American Medical Assistants
- b. Assisting America Medical Associations
- c. American Accreditation of Medical Associates
- d. American Association of Medical Assistants

Answer: d

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Objective #8

17. Experienced medical assistants may find work as which of the following?

- a. Office managers
- b. Instructors of medical assistants
- c. Medical records managers
- d. All of the above

Answer: d

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Objective #9

18. Which of the following inpatient settings best fits the following job description:

Requires clinical and administrative skills to schedule and assist with patients
needing special medical attention.

- a. Nursing home

- b. Clinic
- c. Extended care center
- d. Hospital

Answer: b

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Objective #9

19. Choose the job title that fits the following description: Requires clinical skills to draw blood samples for testing.

- a. Surgery
- b. EKG/ECG
- c. Emergency room (ER)
- d. Phlebotomy

Answer: d

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Objective #9

20. _____ indicates that a candidate has met the standards of the AAMA by achieving a satisfactory test result.

- a. Certification
- b. Mastery
- c. Graduation
- d. Credentialing

Answer: a

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Objective #8

21. A(n) _____ is granted for each hour of training or education.

- a. CMA
- b. RMA
- c. LPN
- d. CEU

Answer: d

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Objective #8

22. Which of the following is NOT one of the usual job opportunities for a medical assistant?

- a. Clinic aide
- b. Data processing clerk
- c. Nurse
- d. Billing or collection assistant

Answer: c

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Objective #5

23. According to the U.S. Bureau of Labor Statistics, employment in the medical assisting field for Medical Administrative Specialists is supposed to grow by about _____ between 2000 and 2010.

- a. 10%
- b. 25%

c. 31%

d. 50%

Answer: c

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Objective #9

24. The _____ was the first organization to place an emphasis on the educational objectives of medical assisting.

a. AAMA

b. ACCST

c. NAFTA

d. NASA

Answer: a

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Objective #2

25. A medical assistant who uses _____ is able to make decisions responsibly.

a. group think

b. integrity

c. empathy

d. discretion

Answer: d

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Objective #7

26. A medical assistant with _____ will adhere to a code of values.

- a. discretion
- b. empathy
- c. integrity
- d. group think

Answer: c

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Objective #7

27. The ability to work with the sick and the infirm depends on one's ability and willingness to show _____

- a. empathy
- b. discretion
- c. integrity
- d. emotion

Answer: a

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Objective #7

28. The medical assistant's main responsibility is to assist the _____ in providing patient care.

- a. physician
- b. health insurance company
- c. patient advocate
- d. financial officer

Answer: a

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Objective #3

29. The CAAHEP Essentials state that to provide for student attainment of “Entry-Level Competencies for the Medical Assistant,” the curriculum “shall include, but is not limited to the following units, modules, and/or courses of instruction.”

Which of the following is NOT one of those?

- a. Applied Mathematics
- b. Concepts of Effective Communication
- c. Managed Care/Insurance
- d. Physics

Answer: d

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Objective #4

30. _____ A(n) _____ experience is required in which students work without payment in a physician’s office, clinic, or hospital setting for 160 to 200 hours over several weeks during the final stage of their training.

- a. mentorship
- b. internship
- c. externship
- d. job shadow

Answer: c

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Objective #3

31. The _____ is awarded to candidates who pass the AMT certification examination.

- a. RMA
- b. MAR
- c. AMR
- d. RAM

Answer: a

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Objective #8

32. _____ is a voluntary review undergone by an institution to determine whether their school meets or exceeds standards set forth.

- a. Meditation
- b. Crediting
- c. Accreditation
- d. Schooling

Answer: c

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Objective #4

33. Someone who uses _____ is tactful in communicating with others.

- a. apathy
- b. pity
- c. empathy

d. discretion

Answer: d

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Objective #7

34. Confidentiality is the ability to maintain _____.

- a. privacy
- b. empathy
- c. apathy
- d. pity

Answer: a

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Objective #7

35. It is important to present a confident, professional image that helps put the patient at _____.

- a. rest
- b. fear
- c. tears
- d. ease

Answer: d

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Objective #7

36. Which of the following is NOT a quality or characteristic regularly found in good medical assistants?

- a. integrity
- b. empathy
- c. discretion
- d. lethargy

Answer: d

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Objective #7

37. No information is to be disclosed without the _____ permission of the patient.

- a. oral
- b. verbal
- c. trusted
- d. written

Answer: d

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Objective #7

38. For the CMA credential to remain current, it must be revalidated every _____ years, either by earning CEUs or through reexamination.

- a. five
- b. ten
- c. three
- d. one

Answer: a

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Objective #8

39. According to the U.S. Department of Labor Statistics (2006–2010 edition), “job prospects should be best for medical assistants with formal training or experience, particularly those with _____.”

- a. integration
- b. accreditation
- c. certification
- d. identification

Answer: c

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Objective #9

40. Which ambulatory care settings below best match the job description of caring for patients who require immediate medical treatment?

- a. Clinic
- b. Urgent care facility
- c. Physician’s office
- d. Rehabilitation center

Answer: b

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Objective #9

41. Which ambulatory care setting below best matches the job description of providing care for patients recovering from illness or injury?

- a. Clinic
- b. Free-standing facility
- c. Physician's office
- d. Rehabilitation center

Answer: d

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Objective #9

42. Which department/specialty below best matches the job description of working with patients, third-party payers, and insurance companies to process insurance forms, claims forms, and DRG, ICD, CPT, and HCPC coding?

- a. Admissions
- b. Billing and insurance
- c. Medical records
- d. Surgery

Answer: b

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Objective #9

43. Which department/specialty below best matches the job description of performing electrocardiogram studies on patients?

- a. Surgery
- b. Phlebotomy
- c. Admissions
- d. ECG/EKG technician

Answer: d

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Objective #9

44. _____ are often derived from religious views.

- a. Personal beliefs
- b. Habitations
- c. Habits
- d. Dreams

Answer: a

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Objective #7

45. The _____ was the first organization to establish the educational objectives of medical assisting.

- a. MAMA
- b. AMAA
- c. AMMA
- d. AAMA

Answer: d

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Objective #2

46. _____ offices treat young children and adolescents.

- a. Gerontology
- b. Pediatric

- c. Phlebotomy
- d. Geriatric

Answer: b

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Objective #7

47. Due to liability issues and increased responsibilities, most modern clinics will only employ individuals who have received some type of _____.

- a. higher education
- b. post-graduate degree
- c. formal training
- d. vocational education

Answer: c

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Objective #3

48. The AAMA is responsible for which certification process?

- a. MAC
- b. CMT
- c. CAT
- d. CMA

Answer: d

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Objective #8

49. Providing patient education is a(n) _____ medical assisting entry-level skill according to the RMA certification examination.

- a. administrative
- b. general
- c. therapeutic
- d. clinical

Answer: b

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Objective #8

50. Which of the following is NOT considered a characteristic required for a medical assistant?

- a. Thoroughness
- b. Punctuality
- c. Seriousness
- d. Proactivity

Answer: c

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Objective #7