

## **Bonewit-West: Today's Medical Assistant, 2nd Edition**

### **Chapter 02: The Professional Medical Assistant**

#### **Test Bank with Competencies**

##### **CAAHEP Cognitive (Knowledge Base)**

##### **III. Applied Microbiology/Infection Control**

3. Discuss infection control procedures
4. Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)

##### **IV. Concepts of Effective Communication**

4. Identify techniques for overcoming communication barriers
7. Identify resources and adaptations that are required based on individual needs—i.e. culture and environment, developmental life stage, language, and physical threats to communication

##### **V. Administrative Functions**

2. Describe scheduling guidelines
11. Discuss principles of using Electronic Medical Record (EMR)
12. Identify types of records common to the health care setting
13. Identify time management principles

##### **VI. Basic Practice Finances**

6. Differentiate between accounts payable and accounts receivable
7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare
10. Identify procedure for preparing patient accounts

##### **VII. Managed Care Insurance**

7. Describe how guidelines are used in processing an insurance claim

##### **IX. Legal implications**

1. Discuss legal scope of practice for medical assistants
3. Describe the implications of HIPAA for the medical assistant in various medical settings
5. Discuss licensure and certification as it applies to healthcare providers
7. Compare and contrast physician and medical assistant roles in terms of standard of care
10. Explain how the following impact the medical assistant's practice and give examples (a. Negligence, b. Malpractice)
13. Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DA regulations

##### **X. Ethical Considerations**

1. Differentiate between legal, ethical, and moral issues affecting health care
3. Discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting practice
5. Identify the effect personal ethics may have on professional performance

##### **XI. Protective Practices**

2. Identify safety techniques that can be used to prevent accidents and maintain a safe work environment

**ABHES Content Competencies:**

**1. General Orientation**

- a. Employment conditions
- c. Credentialing of the medical assistant
- d. General responsibilities of the medical assistant
- e. The scope of practice within the state of employment

**4. Medical Law and Ethics**

- b. Federal and state guidelines
- e. Risk management
- f. Health laws and regulations

**8. Medical Office Business Procedures/Management**

- a. Clerical duties
- y. Effective communication

**9. Medical Office Clinical Procedures**

- b. Aseptic technique

**11. Career development**

- b. Professionalism

**MULTIPLE CHOICE**

*Directions: Choose the best answer. Each answer is worth 2.2 points.*

1. Which of the following changes in medical care encouraged the development of medical assisting as a profession?
  - A. Physicians made more house calls.
  - B. Medical offices had to submit insurance forms for patients covered by government insurance plans.
  - C. Patients were given specific appointment times instead of just coming at any time.
  - D. Patients were sent to the hospital for diagnostic testing.

ANS: B

2. What is meant by the term “defensive medicine”?
  - A. Patients are more likely to sue a physician today than 50 years ago.
  - B. Malpractice insurance costs have risen sharply over the past 50 years.
  - C. Physicians order more diagnostic tests than before as a defense against a possible lawsuit.
  - D. Performing diagnostic tests in the medical office increases the overhead or cost of doing business.

ANS: C

3. When was the American Association of Medical Assistants organized?

- A. 1956
- B. 1966
- C. 1978
- D. 1988

ANS: A

4. What is a means for medical assisting programs to demonstrate high quality?

- A. Advertising in professional journals
- B. Gaining and maintaining accreditation
- C. Establishing programs that last at least 2 years
- D. Including a practical experience in the program

ANS: B

5. What is the name given to the practical experience in a physician office that is included in a medical assisting program?

- A. Internship
- B. Practicum
- C. Supervised placement
- D. Externship

ANS: D

6. What is an advantage to a student of completing an accredited medical assisting program?

- A. After graduation, the student can easily obtain advanced placement toward a bachelor's degree.
- B. After graduation, the student is eligible to take a medical assisting certification examination.
- C. After graduation, the student is more likely to be hired by the externship site.
- D. After graduation, the student automatically becomes certified.

ANS: B

7. If a medical assistant performs only those procedures that he or she is trained for and allowed to perform by law, what is this an example of?

- A. Doing the job
- B. Being appropriate
- C. Working within the scope of practice
- D. Refusing to be a team player

ANS: C

8. Which of the following is/are important character traits for a medical assistant?

- A. Being tolerant of different beliefs and attitudes

- B. Limiting himself or herself to only the specific tasks that have been assigned
- C. Taking responsibility to tell patients when they should change their medications
- D. Expressing an interest in fashion and stylish appearance on the job
- E. All of the above

ANS: A

9. Which medical assistant is likely to be most successful?
- A. One who rushes through tasks to finish everything quickly
  - B. One who uses every spare moment calling his or her child's daycare center
  - C. One who can remain calm when things do not go as planned
  - D. One who places the most emphasis on accurate paperwork

ANS: C

10. Why are neatness and good grooming important for medical assistants?
- A. They help the medical assistant project a professional image.
  - B. Clean hair and hands help prevent the spread of infection.
  - C. If medical office staff looks professional, it helps patients believe that they will receive competent care.
  - D. Excessive jewelry can become tangled in equipment or tear gloves.
  - E. All of the above.

ANS: E

11. How can the medical assistant maintain a professional appearance?
- A. Wear a business suit when attending to patients in an examination room.
  - B. Keep long artificial nails well maintained and neatly polished.
  - C. Limit jewelry to post earrings and a plain wedding band (if married).
  - D. Wear long hair down as long as it is clean.
  - E. All of the above.

ANS: C

12. Which of the following actions should the medical assistant take without being asked?
- A. Restock examination rooms if there is no patient waiting.
  - B. Order new magazine subscriptions for the office waiting room.
  - C. Rearrange the furniture in the waiting room.
  - D. Remove and shred files of patients who have not been seen within the past three years.

ANS: A

13. Which of the following behaviors does NOT demonstrate that a medical assistant works well with others?

- A. Accepting criticism and trying to improve performance
- B. Working within the established chain of command
- C. Helping another staff member when work is busy
- D. Complaining about staff members who do not pull their weight

ANS: D

14. What is a key concept of the Hippocratic oath?

- A. Keep good records.
- B. Collect a fee from every patient.
- C. Do no harm.
- D. Refer patients to another physician as needed.

ANS: C

15. Which of the following is an important element of professionalism for medical assistants and physicians?

- A. Making sure that patients who have important jobs do not have to wait for long periods
- B. Always protecting other health professionals from criticism or censure, no matter how they behave
- C. Accepting only a few patients with Medicaid insurance
- D. Obtaining continuing education to stay current in the profession

ANS: D

16. Which of the following agencies accredits medical assisting education programs?

- A. OSHA
- B. CAAHEP
- C. AMA
- D. ASCP

ANS: B

17. What credential is obtained if a medical assistant passes the certification examination in medical assisting given by the American Medical Technologists (AMT)?

- A. CMA (AAMA)
- B. RMA
- D. EMT
- E. CPR

ANS: B

18. Which areas of specialization offer certification in addition to a general certification in medical assisting?

- A. Podiatric medical assistant
- B. Medical administrative specialist
- C. Certified coding specialist—physician-based
- D. Ophthalmic medical assistant
- E. All of the above

ANS: E

19. How often must a CMA (AAMA) (certified medical assistant) recertify to continue to use the credential?

- A. Every year
- B. Every 3 years
- C. Every 5 years
- D. Every 7 years

ANS: C

20. How many contact hours must an RMA (registered medical assistant) obtain in order to recertify?

- A. 30 contact hours
- B. 20 contact hours
- C. 10 contact hours
- D. 5 contact hours

ANS: A

21. How can a medical assistant find approved educational programs to meet his or her continuing education needs?

- A. Any college course qualifies as continuing education.
- B. Professional organizations offer approved continuing education programs at their meetings.
- C. Through medical journals published for physicians.
- D. None of the above.

ANS: B

22. Which of the following is NOT one of the services typically provided by professional organizations?

- A. Monitoring legislative initiatives at the state and national levels that may affect the profession
- B. Providing employment for members
- C. Providing continuing education opportunities for members
- D. Publishing websites and newsletters as a means of communication within the profession

ANS: B

23. What type of records may medical assistants maintain and/or file?
- A. Paper medical records
  - B. Insurance records
  - C. Dictated progress notes
  - D. Paper laboratory results
  - E. All of the above

ANS: E

24. Which activity will the medical assistant NOT perform so that the medical office can be paid for services to patients?
- A. Accepting payments from patients
  - B. Totaling charges on a charge slip
  - C. Coding procedures and diagnostic tests
  - D. Setting fees for each service performed in the medical office

ANS: D

25. Which of the following activities might the medical assistant perform in the medical office?
- A. Paying bills such as rent, insurance, electricity, etc.
  - B. Writing prescriptions for medications patients should take
  - C. Deciding when a patient needs X-rays
  - D. Hiring and supervising all staff in the medical office

ANS: A

26. Which of the following would be included in risk management?
- A. Documenting all patient payments
  - B. Ordering both administrative and clinical supplies
  - C. Maintaining proper infection control measures
  - D. Keeping accurate personnel records

ANS: C

27. Which of the following is most likely to be a responsibility of the medical assistant in a medical office?
- A. Instructing patients about the meaning of systolic and diastolic blood pressure
  - B. Placing approved educational brochures in the office waiting room
  - C. Creating a brochure to instruct a patient about the cause and treatment of his or her disease
  - D. Telling a patient exactly how hazardous waste is discarded and removed from the medical office

ANS: B

28. What type of responsibility is it when the medical assistant helps the physician during a physical examination?

- A. Clinical
- B. Administrative
- C. Management
- D. Educational

ANS: A

29. According to the chapter, which of the following is an example of an administrative responsibility of the medical assistant?

- A. Preparing patients for examination
- B. Providing information to a patient about obtaining services from visiting nurses
- C. Processing laboratory specimens
- D. Scheduling office appointments and consultations

ANS: D

30. In what type of settings are the majority of medical assistants employed?

- A. Medical laboratories
- B. Nursing care facilities
- C. Physician offices
- D. Government agencies

ANS: C

31. Which of the following is NOT a clinical responsibility of a medical assistant?

- A. Collecting and processing specimens
- B. Performing basic diagnostic tests such as respiratory testing or electrocardiograms
- C. Measuring vital signs such as temperature and blood pressure
- D. Scheduling appointments for additional testing at a local hospital

ANS: D

32. What is the most direct route for career advancement for a medical assistant?

- A. Medical assisting instructor
- B. Office or practice manager
- C. Registered nurse
- D. Respiratory therapy

ANS: B



33. Which of the following is a typical medical assisting clinical responsibility and within the scope of a medical assistant?

- A. Applying hot or cold packs or compresses
- B. Suturing a wound
- C. Starting and maintaining an IV
- D. Prescribing common medications

ANS: A

### **TRUE/FALSE**

34. *Initiative* is the ability to begin or carry through on a plan of action independently.

ANS: T

35. Attending an accredited medical assisting program guarantees employment.

ANS: F

36. Neatness and grooming are important not only for professionalism, but also for reasons of health and safety.

ANS: T

37. Maintaining confidentiality is part of a medical assistant's ethical responsibilities.

ANS: T

38. Wearing multiple rings while working with patients is usually fine as long as proper handwashing procedures are followed.

ANS: F

39. Once a national certification is obtained, no further education is ever required.

ANS: F

40. *Risk management* refers to sterilization procedures in the medical setting.

ANS: F

41. The two most prominent professional medical assisting organizations are the AAMA and the AMA.

ANS: F

42. Medical assistants may gain additional training and certify in medical specialties such as ophthalmology or podiatry.

ANS: T

43. With the increasing use of electronic medical systems, one of the medical assistant's administrative responsibilities may be scanning laboratory reports and other paper records into the computer.

ANS: T

4. It is often the medical assistant's responsibility to educate patients about office procedures and policies.

ANS: T

45. A medical assistant should always determine the legal status of the medical assisting profession in the state in which he or she intends to work, because state laws can vary widely.

ANS: T