

Student name: _____

1) Patient medical records are sometimes called

- A) patient history.
- B) documents.
- C) charts.
- D) patient information.

2) The type of communication that is the most common and efficient mode of communication for many messages is

- A) voice mail.
- B) written.
- C) verbal.
- D) electronic.

3) All students in an accredited medical assisting program are required to master _____ areas of competence.

- A) 3
- B) 4
- C) 5
- D) 6

4) The administrative medical assistant needs which types of math skills?

- A) addition
- B) subtraction
- C) percentage calculations
- D) All of these choices are correct

5) This type of scheduling is popular because of its ease of searching and time-saving convenience

- A) manual scheduling.
- B) electronic scheduling.
- C) wave-scheduling.
- D) open scheduling.

6) Which of these actions can the office staff take to build goodwill between the patient and the physician?

- A) lifting patients' spirits
- B) paying the bill on time
- C) attending appointments as scheduled
- D) compliance with treatment plan

7) Choose the most common place of employment for the administrative medical assistant:

- A) hospital
- B) schools
- C) physician practice
- D) emergency department

8) A(n) _____ provides care during pregnancy and childbirth.

- A) neurologist
- B) nephrologist
- C) obstetrician
- D) gerontologist

9) A _____ investigates the causes of disease.

- A) pathologist
- B) dermatologist
- C) gerontologist
- D) pulmonologist

10) A(n) _____ maintains pain relief and bodily function stability during surgery.

- A) pulmonologist
- B) allergist
- C) anesthesiologist
- D) immunologist

11) The outward display of an employee's values and standards is defined as

- A) personality.
- B) beliefs.
- C) morals.
- D) work ethic.

12) Physicians rank _____ as the most important employee trait.

- A) kindness
- B) accuracy
- C) promptness
- D) friendliness

13) A thorough administrative medical assistant produces work that is _____.

- A) accurate
- B) neat, handwritten, and complete
- C) neat, accurate, and complete
- D) detailed and illegible

14) The _____ assistant is able to respond calmly to last-minute assignments to meet deadlines under pressure.

- A) flexible
- B) dependable
- C) friendly
- D) punctual

15) To take action independently is to show _____.

- A) managerial skills
- B) initiative
- C) commitment
- D) strength

16) This is considered an aspect of self-motivation:

- A) alertness
- B) patience
- C) promptness
- D) punctuality

17) The ability to speak and act considerately, especially in difficult situations, is known as _____.

- A) confidence
- B) tact
- C) pride
- D) memory

18) The AAMA requires CMAs to be re-certified how often?

- A) every three years
- B) every five years
- C) every seven years
- D) every ten years

19) AHIMA offers _____ certification exams in coding.

- A) 2
- B) 4
- C) 3
- D) 5

20) A certification exam to become a certified medical administrative specialist (CMAS) is offered through which organization?

- A) AMT
- B) AAMA
- C) NCCT
- D) MAERB

21) The core values of the IAAP include authenticity, community, passion, relevance and _____.

- A) courage
- B) dependability
- C) resilience
- D) cooperation

22) When speaking with terminally ill patients, what types of topics should you discuss?

- A) past history
- B) future plans
- C) long-term topics
- D) short-term topics

23) Which of the following is a current preferred sign-in method?

- A) first name only method
- B) label method
- C) marker method
- D) last name only method

24) Identify the sole judge of what information is to be given to, or withheld from, the patient:

- A) the office manager
- B) the medical assistant
- C) the administrative medical assistant
- D) the doctor

25) _____ is the tendency to believe that one's own race or ethnic group is the most important and that some or all aspects of its culture are superior to those of other groups.

- A) Ethnocentrism
- B) Prejudice
- C) Bias
- D) Ego

26) Hope worked as an administrative medical assistant but was dismissed from her position after numerous patients complained about how they were greeted. Hope claims that she always used an appropriate verbal greeting with each patient. Which of the following may have contributed to the miscommunication between Hope and the patients?

- A) lack of professional certification
- B) not enough reading material in the waiting area
- C) nonverbal facial expressions and tone of voice
- D) unorganized work area

27) During his first six months at a local physician's practice, Brian reorganized the schedule for all four of his providers. He used the office scheduling software program to manage the schedule and increased the office workflow, allowing time for more patient appointments. Which of the following was he demonstrating?

- A) tact
- B) ethnocentrism
- C) assertiveness
- D) efficiency

28) While searching online for a medical assistant position, Bailey noticed that several opportunities required CPC, RMA, or other current credentials. Which of the following key words or phrases could she use to search the Internet for the meaning of these terms?

- A) certification
- B) interpersonal relationship skills
- C) computer skills
- D) records management skills

29) Scarlett would like to work in a medical-related administrative field but is not interested in working in a medical office. Which of the following would offer the best choice of a career for Scarlett?

- A) food management
- B) education
- C) home health sales
- D) education and home health sales

30) After he finishes his shift at the Flatwoods Medical Clinic for Burned Children, Tyson volunteers his time with a local program for physically challenged children. Which of the following personal attributes is Tyson demonstrating most clearly?

- A) dependability
- B) true and genuine liking of other individuals
- C) resourcefulness
- D) cheerfulness

31) An administrative medical assistant should always be aware of the impression and professional image given by his or her actions and presentation because

- A) the physician and practice are represented through the administrative medical assistant.
- B) it is part of the job description.
- C) it may lead to an increase in salary or wages.
- D) none of these are correct.

32) Dependability consists of _____ tasks on schedule, without complaining, and offering to assist others.

- A) finishing
- B) assigning
- C) ignoring
- D) assisting

33) _____ means logically and systematically planning steps to accomplish a task.

- A) Punctuality
- B) Self-Motivation
- C) Initiative
- D) Problem-solving

34) _____ is sensitivity to other people's feelings and situations.

- A) Cheerfulness
- B) Empathy
- C) Thoroughness
- D) Efficiency

35) A(n) _____ person believes that one's own race, ethnic group, and/or culture is superior to all others.

- A) inflexible
- B) ethnocentric
- C) deaf
- D) assertive

36) _____ is a trait that results in complete, neat, and correct tasks.

- A) Thoroughness
- B) Accuracy
- C) Dependability
- D) Efficiency

37) _____ is a certifying body that provides certification opportunities for medical coders.

- A) AAMA
- B) AAPC
- C) AHIMA
- D) Both AAPC and AHIMA

38) _____ is the recognition given by certain associations that a person has met high standards and has achieved competency in the knowledge and tasks required.

- A) Flexibility
- B) Maturity
- C) Certification
- D) Graduation

39) A(n) _____ person completes tasks with correctness and attention to detail.

- A) dependable
- B) accurate
- C) flexible
- D) empathetic

40) _____ is a trait characterized by working independently and completing tasks without receiving specific direction.

- A) Flexibility
- B) Problem-Solving Ability
- C) Punctuality
- D) Initiative

41) _____ is the ability to speak and act considerately in various situations.

- A) Tact
- B) Assertiveness
- C) Punctuality
- D) Self-Motivation

42) The _____ Role Delineation Chart is a good reference source that identifies the skills, duties, and procedures that medical assistants are educated to perform.

- A) AMT
- B) AHIMA
- C) AAMA
- D) AAPC

43) The administrative medical assistant plays an important role in ensuring that the medical office's procedures comply with _____ concerning patient's records.

- A) state regulations.
- B) federal regulations.
- C) HIPAA
- D) All of these are correct.

44) A basic understanding of a variety of _____ and the ability to use computers with mastery are essential workplace skills.

- A) languages
- B) equipment
- C) technologies
- D) phones

45) The use of _____ to communicate is as widespread as telephone communication in the medical office setting.

- A) e-mail
- B) letters
- C) pagers
- D) social media

46) Excellent _____ skills often come from a genuine desire to work with people.

- A) data entry
- B) ethical
- C) interpersonal
- D) research

47) Looking directly at the patient and listening with attention are ways to communicate _____ of the person.

- A) acceptance
- B) frustration
- C) feelings
- D) negativity

48) The five major categories of tasks performed by an administrative medical assistant are

- A) front desk, scheduling, janitorial duties, answering phones, sorting incoming mail.
- B) scheduling, answering phones, sorting mail, hiring personnel, greeting patients.
- C) front desk, scheduling, records management, administrative, and financial.
- D) scheduling, sorting mail, transcription, financial, and greeting patients.

49) Body posture, voice tonality, and facial expressions are a few examples of what type of communication?

- A) verbal
- B) interpersonal
- C) intrapersonal
- D) nonverbal

50) According to the U.S. Department of Labor, what three criteria are increasing the need for medical assistants?

- A) advances in technology, aging population, and healthcare reform
- B) aging population, healthcare reform, and coding
- C) advances in technology, aging population, and coding
- D) healthcare reform, decreasing population, and healthcare reform

51) Bob appears in the office and is not feeling well following surgery yesterday. As a medical assistant, Jose notices Bob in the waiting room and ask him if he would feel more comfortable lying down while he waits. What trait is this showing?

- A) cheerfulness
- B) communication skills
- C) organizational skills
- D) empathy

52) Insurance companies consider claims that are correct and complete at the time of filing as

- A) credentialed claims.
- B) current claims.
- C) competent claims.
- D) clean claims.

53) The ability to use knowledge, experience, and logic to reach a sound decision is a quality of

- A) good judgment.
- B) flexibility.
- C) efficiency.
- D) honesty.

54) The quality that enables the physician to trust the administrative medical assistant at all times is

- A) good judgment.
- B) flexibility.
- C) efficiency.
- D) honesty.

55) The quality of "being on time" is also called

- A) good judgment.
- B) flexibility.
- C) punctuality.
- D) self-motivation.

56) Unlike aggressiveness, this quality is the ability to step forward to make a point in a confident and positive manner.

- A) assertiveness
- B) tact
- C) self-motivation
- D) initiative

57) What organization promotes professional standards and growth for those who have a special interest in transcription and wish to be certified?

- A) AMT
- B) IAAP
- C) AAMA
- D) AHDI

58) Which person is usually the first person encountered either by phone or in person and represents the office as a whole?

- A) doctor
- B) physician assistant
- C) clinical medical assistant
- D) administrative medical assistant

59) If you are not at the reception desk when a patient checks in, upon returning you should immediately

- A) ask the patient to take a seat.
- B) acknowledge the patient with a smile and a greeting.
- C) ignore the patient.
- D) complete the tasks you are working on.

60) Your father (Dr. Bell) is a physician and you work as an administrative medical assistant in his office. Betty Smith is a new patient and you take her back to meet the doctor. The correct introduction would be

- A) "Betty, this is my dad".
- B) "Betty, come on back".
- C) "Ms. Smith, it is your turn".
- D) "Ms. Smith, Dr. Bell is ready to see you now".

61) David comes into the office to see the doctor, and you have a common interest in hockey. David asks you to attend the next game with him. What should you do in this situation?

- A) Go to the hockey game because it is after hours.
- B) Tell the doctor.
- C) Check the office policy and discuss the situation with your employer.
- D) Ask other staff members what they think.

62) When conversing with patients, it is not appropriate to discuss what topic?

- A) front desk, scheduling, janitorial duties, answering phones, sorting incoming mail
- B) religion
- C) sports
- D) local events

63) Mrs. Smale comes into the office and is angry about a bill she received in the mail and is yelling at you. How should you handle the situation?

- A) Tell the patient that she is wrong about the error.
- B) Remain calm and courteous.
- C) Ask the patient to take a seat.
- D) Tell her that until she calms down you will not speak with her.

64) When patients are leaving your office, it is a good idea to call them by name and extend a good-bye so that they are more likely to

- A) leave the office on a negative note.
- B) remember your name.
- C) refer other patients to your practice.
- D) It is not necessary to acknowledge patients when they exit your office.

65) A healthcare provider who releases information about a patient, without proper consent, has violated

- A) confidentiality.
- B) integrity.
- C) personal Ethics.
- D) tact.

66) If your office has a sign-in sheet and you leave this sign-in information to be viewed by others, you are violating

- A) HIPAA.
- B) AHIMA.
- C) etiquette.
- D) empathy.

67) When using a hardcopy paper chart, where should you place it?

- A) in the patient's room so it is ready for the doctor
- B) outside the patient's room where the doctor can identify the patient
- C) outside the patient's room with the chart turned around so you cannot identify the patient
- D) There are no rules about where to put a patient's chart.

68) Your office is computerized and you are using a mobile device. You check Mrs. Felton into the room, and upon leaving you should

- A) take the mobile device with you.
- B) sign off the mobile device and leave it in the exam room for the physician.
- C) leave it in the exam room with the information up so that it is ready for the physician.
- D) ask the patient what they prefer.

69) If a patient cannot hear and uses sign language, your office should

- A) make sure to tell the patient's family that they need to come to every visit.
- B) tell the patient that they will need to bring an interpreter with them.
- C) ask the patient if they will require an interpreter.
- D) do nothing, as it is not the responsibility of the office to offer an interpreter.

70) You are sending a letter to a patient to explain his myocardial infarction and the need to undergo additional testing. When sending the letter to the patient, your office should

- A) include all medical terminology so that it is correct in the chart.
- B) copy the last office note and just ask the patient to call for an explanation.
- C) have the physician write the letter to the patient.
- D) send a letter that is free of medical language because it may be challenging for the patient to understand.

71) When a medical sales representative presents to the office about a new product or medication, the medical assistant responsibility would be to

- A) inform the representative of an appropriate scheduled time to meet with the physician.
- B) bring the representative back to the office and interrupt the physician.
- C) tell the representative that he can leave information and you will contact them.
- D) get the samples and sign the physician's name.

Answer Key

Test name: CH-01: Test Bank

1) C

2) D

3) A

4) D

5) B

6) A

7) C

8) C

9) A

10) C

11) D

12) B

13) C

14) A

15) B

16) A

17) B

18) B

19) C

20) A

21) C

22) D

23) B

24) D

25) A

26) C

27) D

28) A

29) D

30) B

31) A

32) A

33) D

34) B

35) B

36) A

37) D

38) C

39) B

40) D

41) A

42) C

43) D

44) C

45) A

46) C

47) A

48) C

49) D

50) A

51) D

52) D

53) A

54) D

55) C

56) A

57) D

58) D

59) B

60) D

61) C

62) B

63) B

64) C

65) A

66) A

67) C

68) A

69) C

70) D

71) A