TEST BANK Medical Office Administration 5TH EDITION

Chapter 01: The Career of a Medical Administrative Assistant

MULTIPLE CHOICE

1. Which of the following is *not* required of a medical administrative assistant?
   a. Perform basic laboratory tests.
   b. Transcribe medical dictation.
   c. Prepare insurance claims.
   d. Record payments on account.

   ANS: A
   Performing basic laboratory tests is a clinical duty.

   DIF: Cognitive Level: Knowledge   REF: Page 2
   OBJ: Describe typical job duties of a medical administrative assistant

2. All of the following are important skills for a medical administrative assistant *except*
   a. proper written communication skills.
   b. knowledge of medical terminology.
   c. medical records file management.
   d. all of the above are important skills for an assistant.
   e. only A and B.

   ANS: D
   All answers are essential skills for a medical administrative assistant.

   DIF: Cognitive Level: Knowledge   REF: Pages 6-7
   OBJ: Identify professional skills needed by a medical administrative assistant

3. The professional organization for individuals involved in transcribing medical reports is the
   a. AAMA.
   b. AMT.
   c. AHDI.
   d. AHIMA.

   ANS: C
   The Association for Healthcare Documentation Integrity is a professional organization for medical transcriptionists.

   DIF: Cognitive Level: Knowledge   REF: Page 9
   OBJ: Describe professional organizations and related certifications for medical administrative assistants

4. The professional organization that administers the CPC examination is the
   a. AAMA.
   b. AAPC.
   c. AMT.
   d. AHIMA.
   e. IAAP.

a. MD.
b. OD.
c. DO.
d. OT.
e. PA.

ANS: C
The credential for a Doctor of Osteopathy is a DO. An OD is a Doctor of Optometry.

DIF: Cognitive Level: Application   REF: Page 16
OBJ: Identify various medical specialties

18. Credential for individual who observes patient progress, administers medication; a nurse who is sometimes found in a supervisory role
    a. CNA.
    b. CMA.
    c. RN.
    d. RT.
    e. PT.

ANS: C
A registered nurse is an RN.

DIF: Cognitive Level: Application   REF: Page 21
OBJ: Identify the different team members of the health care team and explain the roles of health care team members within a health care organization

19. Credential for advance practice nurse who provides gynecological and obstetrical care
    a. CNM.
    b. CNP.
    c. LPN, LVN.
    d. RN.
    e. CMT.

ANS: A
A CNM is a Certified Nurse Midwife.

DIF: Cognitive Level: Application   REF: Page 20
OBJ: Identify the different team members of the health care team and explain the roles of health care team members within a health care organization

20. Credential for Doctor of Medicine
    a. PA.
    b. OD.
    c. MD.
    d. DPM.
    e. DM.

ANS: C
An MD is a Doctor of Medicine.

DIF: Cognitive Level: Application   REF: Page 16

OBJ: Explain legal proceedings in a typical medical malpractice suit

20. Which of the following types of damages are awarded to replace a loss, such as lost wages?
    a. Compensatory damages
    b. Punitive damages
    c. Replacement damages
    d. None of the above

    ANS: A
    Compensatory damages are awarded to compensate the plaintiff for injuries or losses suffered as a result of the wrongdoing of the defendant.

    DIF: Cognitive Level: Comprehension   REF: Page 41
    OBJ: Explain legal proceedings in a typical medical malpractice suit

21. All of the following are part securing a computer system *except*
    a. computer screens should be pointed away from public view.
    b. printers should be in a secure area.
    c. the system should be password protected.
    d. all employees should have access to all areas of the system.

    ANS: D
    Employees should only have access to those areas of the system that are necessary to perform their jobs.

    DIF: Cognitive Level: Comprehension   REF: Page 47
    OBJ: Explain confidentiality and the protection of confidentiality

22. Which of the following is *not* part of the Hippocratic Oath?
    a. Physicians will provide drugs that will cause death if patients request them.
    b. Physicians will share medical knowledge.
    c. Physicians will practice for the good of patients.
    d. Physicians will refer patients to specialists when needed.

    ANS: A
    Assisting suicide is not part of the Hippocratic Oath.

    DIF: Cognitive Level: Comprehension   REF: Page 52
    OBJ: Discuss the purpose of the Hippocratic Oath and other medical oaths

23. Which of the following is unethical behavior for a physician?
    a. Billing for services rendered.
    b. Donating services to the community.
    c. Reporting suspected abuse to authorities.
    d. Referring patients to a personally owned company to purchase medical equipment and supplies.

    ANS: D
    Referring a patient to a company in which the physician has personal ownership is a conflict of interest and is *not* in the best interest of the patient.

    DIF: Cognitive Level: Comprehension   REF: Page 53

Chapter 04: The Diverse Community of Patients
Potter: Medical Office Administration: A Work Text, 5th Edition

MATCHING

Match each term with its definition.
a. Denial
b. Anger
c. Bargaining
d. Depression
e. Acceptance

1. Making a deal to get out of the situation
2. Acknowledges the situation
3. May give up hope for any relief from the situation
4. Upset with the situation
5. Can't believe the situation is true

1. ANS: C   DIF: Cognitive Level: Comprehension   REF: Page 72
    OBJ: Describe appropriate interactions with various types of patients
2. ANS: E   DIF: Cognitive Level: Comprehension   REF: Page 72
    OBJ: Describe appropriate interactions with various types of patients
3. ANS: D   DIF: Cognitive Level: Comprehension   REF: Page 72
    OBJ: Describe appropriate interactions with various types of patients
4. ANS: B   DIF: Cognitive Level: Comprehension   REF: Page 72
    OBJ: Describe appropriate interactions with various types of patients
5. ANS: A   DIF: Cognitive Level: Comprehension   REF: Page 72
    OBJ: Describe appropriate interactions with various types of patients

TRUE/FALSE

1. Illness can cause a patient to be forgetful.

    ANS: T
    Illness frequently creates stress for a patient and can affect the patient's ability to function as usual.

    DIF: Cognitive Level: Comprehension   REF: Page 66
    OBJ: Describe appropriate interactions with various types of patients

2. People of the same culture will have the same expectations with regard to their health care.

    ANS: F
    Knowing a patient's cultural background does not enable an assistant to predict the beliefs of a patient. Patients from the same cultural background may have differing beliefs regarding health care.

    DIF: Cognitive Level: Comprehension   REF: Page 66
    OBJ: Identify cultural considerations when interacting with patients

1. ANS: C   DIF: Cognitive Level: Knowledge   REF: Page 76
    OBJ: Describe the fundamentals of communication
2. ANS: A   DIF: Cognitive Level: Knowledge   REF: Page 75
    OBJ: Describe the fundamentals of communication
3. ANS: D   DIF: Cognitive Level: Knowledge   REF: Page 80
    OBJ: Describe the fundamentals of communication
4. ANS: B   DIF: Cognitive Level: Knowledge   REF: Page 95
    OBJ: Apply written communication skills when preparing business correspondence
5. ANS: E   DIF: Cognitive Level: Knowledge   REF: Page 83
    OBJ: Describe the fundamentals of communication

TRUE/FALSE

1. Email is the same as express mail.

    ANS: F
    Email refers to an electronic message, and *express mail* is a service provided by the U.S.
    Postal Service.

    DIF: Cognitive Level: Knowledge   REF: Page 95 | Page 97
    OBJ: Describe postal and delivery services

2. If the office is extremely busy, it is acceptable to eat your lunch while answering the
    telephone.

    ANS: F
    Eating lunch while speaking on the phone is unprofessional behavior.

    DIF: Cognitive Level: Comprehension   REF: Page 79
    OBJ: Identify professional and proper telephone communication skills

3. Body language communicates a message.

    ANS: T
    A person's body movements convey feeling.

    DIF: Cognitive Level: Knowledge   REF: Page 77
    OBJ: Describe the fundamentals of communication

4. All incoming calls should be answered in two rings or less.

    ANS: F
    Three rings or less is acceptable.

    DIF: Cognitive Level: Knowledge   REF: Page 80
    OBJ: Identify professional and proper telephone communication skills

5. If the office is extremely busy, it is acceptable to let the office telephone ring 10 or more times
    to let patients know the office is busy.

An appointment schedule contains protected health information, and posting a schedule in an examination room is a violation of the Health Insurance Portability and Accountability Act (HIPAA).

DIF: Cognitive Level: Comprehension   REF: Page 122
OBJ: Schedule appointments, and manage appointment schedules and patient information in a computerized medical practice management system

12. If a physician is called away from the office in the middle of the day, other physicians in the office may be able to accommodate the patients who were inconvenienced.

ANS: T
Patients may see another physician if possible or patients may wish to reschedule.

DIF: Cognitive Level: Comprehension   REF: Page 122
OBJ: Explain proper handling of unexpected schedule interruptions

13. In a computerized appointment system, patient information is not needed to make an appointment.

ANS: F
Basic information such as name and date of birth is needed to retrieve information from the registration database. In addition, information regarding the reason for the appointment is needed to adequately schedule the appointment.

DIF: Cognitive Level: Comprehension   REF: Pages 108-109
OBJ: Explain the usage of computer and manual systems for scheduling appointments

14. A coordinated treatment clinic allows several specialists to see a patient in the same location within the same day.

ANS: T
A coordinated treatment clinic is used to see patients with chronic serious conditions. Providers from several different specialties come to the patient, rather than the patient going to different departments to see the providers.

DIF: Cognitive Level: Comprehension   REF: Page 114
OBJ: Identify types of scheduling methods used in offices today

15. How well an appointment schedule is managed greatly affects the profitability of a health care organization.

ANS: T
If an appointment schedule is well managed, every available resource will be used optimally; down time is reduced; therefore the organization will be more profitable.

DIF: Cognitive Level: Comprehension   REF: Page 108
OBJ: Identify types of scheduling methods used in offices today

16. Virtual appointments can be scheduled at specific times, just like appointments that occur in person with the provider.

  c. Tara Simon
  d. Tana Sims

ANS: B
Simmons appears alphabetically before all other last names.

DIF: Cognitive Level: Comprehension REF: Page 182
OBJ: Use methods of filing and locating medical records

14. With alphabetical filing, which name would be filed first?
  a. Jeane Johnson DOB: 3-8-38
  b. Jeanne Johnston DOB: 5-20-72
  c. Jean Johnson DOB: 6-4-39
  d. Jeannie Johnston DOB: 7-9-57
  e. Jean Johnston DOB: 12-21-41

ANS: C
Johnson appears before Johnston and Jean appears before Jeane.

DIF: Cognitive Level: Comprehension REF: Page 182
OBJ: Use methods of filing and locating medical records

15. All of the following are necessary skills of a medical transcriptionist *except*
  a. comprehension of anatomy, physiology, pathophysiology, and associated medical terminology.
  b. grammar.
  c. computer skills, including word processing and keyboarding skills.
  d. surgical skills.

ANS: D
Surgical skills listed are not required of a successful medical transcriptionist.

DIF: Cognitive Level: Comprehension REF: Pages 174-175
OBJ: Describe medical transcription

16. When a chart entry is made, all of the following should be done *except*
  a. make entries promptly.
  b. be subjective.
  c. sign and date each entry.
  d. use black ink only.
  e. don't leave empty lines when making an entry.

ANS: B
Content of entries should be objective information about the patient.

DIF: Cognitive Level: Comprehension REF: Pages 166-167
OBJ: Identify the components and the organization of the medical record

17. All of the following are true regarding retention of medical records *except*
  a. the statute of limitations may not begin until a minor is an adult.
  b. the statute of limitations for malpractice suits must be known to determine the minimum amount of time a record must be kept.

ANS: B
An abscess is a medical condition.

DIF: Cognitive Level: Application   REF: Page 201
OBJ: Perform fundamental concepts of procedural coding

5. When coding a procedure in CPT, if *tonsillectomy* is the main term, this is an example of locating the procedure by looking up
   a. the anatomic site.
   b. the condition.
   c. the name of the procedure.
   d. an eponym.

ANS: C
Tonsillectomy is a procedure.

DIF: Cognitive Level: Application   REF: Page 201
OBJ: Perform fundamental concepts of procedural coding

6. What are the three key components when coding an evaluation and management service?
   a. Time, counseling, medical decision making
   b. Subjective, objective, assessment
   c. Type of service, patient status, location of service
   d. History, examination, medical decision making

ANS: D
Three key components for an evaluation and management service are history, examination, and medical decision making.

DIF: Cognitive Level: Knowledge   REF: Page 203
OBJ: Perform fundamental concepts of procedural coding

7. Which of the following is a CPT procedure code?
   a. 12014
   b. 696.1
   c. 463
   d. 807.03

ANS: A
A CPT code consists of five digits.

DIF: Cognitive Level: Knowledge   REF: Pages 203-204
OBJ: Perform fundamental concepts of procedural coding

8. CPT code for I & D simple/single abscess is
   a. 10030
   b. 10060
   c. 10061
   d. 10160

ANS: B
Answer can be found under *incision and drainage, abscess, simple/single.*

Chapter 11: Health Insurance and Health Benefits Programs
Potter: Medical Office Administration: A Work Text, 5th Edition

MULTIPLE CHOICE

1. The agency responsible for managing Medicare, Medicaid, and the Children's Health Insurance Program is
   a. HMO.
   b. COBRA.
   c. AMA.
   d. CMS.

   ANS: D
   The Centers for Medicare and Medicaid oversees these programs.

   DIF: Cognitive Level: Knowledge   REF: Page 237
   OBJ: Apply health insurance and benefits terminology

2. Which of the following does not have a similar definition?
   a. Policyholder
   b. Insured
   c. Subscriber
   d. Insurer

   ANS: D
   All answers except *insurer* refer to the individual a policy is listed under.

   DIF: Cognitive Level: Application   REF: Page 236
   OBJ: Apply health insurance and benefits terminology

3. The type of insurance plan that pays only when a patient is seen by a physician is
   a. Fee-for-service.
   b. HMO.
   c. MSN.
   d. managed care.

   ANS: A
   A fee-for-service plan is more or less a pay-as-you-go plan.

   DIF: Cognitive Level: Comprehension   REF: Page 245
   OBJ: Describe the insurance claims process

4. After leaving a job, employees are allowed to keep health insurance coverage under which federal law?
   a. COBRA
   b. Centers for Medicare and Medicaid Services
   c. Equal Credit Opportunity Act
   d. Fair Debt Practices Act

   ANS: A

A corporation operates through a board of directors, which usually answers to stockholders.

DIF: Cognitive Level: Knowledge   REF: Page 263
OBJ: Identify types of ownership of medical facilities

5. All of the following should be done when office supplies are ordered *except*
   a. a supply log should be kept to determine the average use of supplies.
   b. ordering a large supply to help save money.
   c. an 18-month supply should be kept.
   d. supplies should be ordered from reputable companies, not necessarily the cheapest companies.

   ANS: C
   An 18-month supply is too much inventory.

   DIF: Cognitive Level: Comprehension   REF: Page 268
   OBJ: Explain managing office supplies

6. A major construction expansion project that will require extra work of employees will be done in a medical office. What is the best way to communicate this information to employees?
   a. Via email
   b. In a meeting
   c. Via an itinerary

   ANS: B
   A meeting should be conducted to allow employees to ask questions.

   DIF: Cognitive Level: Application   REF: Page 269
   OBJ: Explain effective methods of interoffice communication

7. All of the following are true of office meetings *except*
   a. meetings give a supervisor the opportunity to check for understanding from employees.
   b. it may be difficult to find a time when all employees can attend a meeting.
   c. meetings should be held on a regular basis.
   d. a summary of the information discussed at the meeting is recorded in an agenda.

   ANS: D
   A summary of the information discussed is recorded in minutes.

   DIF: Cognitive Level: Comprehension   REF: Page 269
   OBJ: Determine planning considerations for meetings

8. All of the following should be considered when a meeting is planned *except*
   a. number of attendees.
   b. size of meeting room.
   c. refreshments.
   d. confirmation numbers for travelers.
   e. equipment needed.

   ANS: D
   Confirmation numbers are usually the responsibility of the travelers themselves.

Chapter 14: Human Resource Management
Potter: Medical Office Administration: A Work Text, 5th Edition

MULTIPLE CHOICE

1. All are characteristics of a participatory management style *except*
   a. communicates openly and honestly.
   b. micromanages and makes every decision.
   c. delegates work.
   d. gives staff positive feedback and recognizes quality work.

   ANS: B
   Micromanaging discourages involvement of the office staff in decision making and therefore is not participatory.

   DIF: Cognitive Level: Comprehension   REF: Page 288
   OBJ: Describe a management style that can help create an efficient yet effective office environment for patients

2. All of the following could be requested in an employment listing for a medical office position *except*
   a. knowledge of medical terminology required.
   b. self-starter.
   c. ability to work varied hours.
   d. older than 30 years of age.
   e. knowledge of medical insurance procedures.

   ANS: D
   Specifying an age in such a listing is discriminatory.

   DIF: Cognitive Level: Comprehension   REF: Page 289
   OBJ: Explain components of the employee selection process

3. Which of the following questions could *not* be asked in an interview?
   a. Are you able to work overtime?
   b. Will you be able to work if your children are sick?
   c. Will you be able to work flexible hours?
   d. Did you attend college?

   ANS: B
   Questions regarding children cannot be asked during an interview.

   DIF: Cognitive Level: Comprehension   REF: Page 290
   OBJ: Explain components of the employee selection process

4. All of the following are good interview practices *except*
   a. prepare a list of interview questions before the interview.
   b. resumes should be reviewed after candidates are selected for interviewing.
   c. questions should be related to the person's qualifications for the position and ability to perform job requirements.
   d. after the position is offered to and accepted by a candidate, other candidates for the