Pearsons Comprehensive Medical Assisting 4th edition Beaman Test Bank

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Pearson's Comprehensive Medical Assisting, 4e **(Beaman)**
Chapter 1 Medical Assisting: The Profession

True/False Questions

1) A physician may never delegate tasks to a medical assistant that would be viewed as a medical assistant practicing medicine.
Answer: TRUE
Page Ref: 9
Objective: 1.6

2) The medical assistant's main responsibility is to assist the physician in providing patient care.
Answer: TRUE
Page Ref: 6
Objective: 1.5

3) State laws can vary on who can delegate duties to a medical assistant.
Answer: TRUE
Page Ref: 9
Objective: 1.6

4) It is important to present a confident, professional image that helps put the patient at ease.
Answer: TRUE
Page Ref: 10
Objective: 1.7

5) More and more employers are requiring credentials as a condition for employment.
Answer: TRUE
Page Ref: 10
Objective: 1.8

6) It is your responsibility as a medical assistant to only practice within your scope of practice.
Answer: TRUE
Page Ref: 6
Objective: 1.5

7) A licensed medical assistant can perform the same duties as a licensed nurse.
Answer: FALSE
Page Ref: 7
Objective: 1.5

8) The Centers for Medicare and Medicaid Services (CMS) issued a final ruling mandating that EVERY medical assistant is able to enter physician orders in a computerized order entry system.
Answer: FALSE
Page Ref: 10
Objective: 1.8

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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
Page Ref: 7
Objective: 1.5

10) A patient navigator is the primary source of communication between the patient and their health care providers.
Answer: TRUE
Page Ref: 14
Objective: 1.11

11) One of the goals of a patient navigator is to streamline the healthcare services that the patient receives.
Answer: TRUE
Page Ref: 14
Objective: 1.11

12) A job in the medical records department would require general administrative skills, understanding of medical terminology, and knowledge of insurance coding.
Answer: TRUE
Page Ref: 14
Objective: 1.10

13) The National Healthcareer Association (NHA) offers 3 medical assisting credentials, the Certified Clinical Medical Assistant (CCMA), the Certified Medical Administrative Assistant (CMAA), and the National Certified Medical Assistant (NCMA).
Answer: FALSE
Page Ref: 11, 12
Objective: 1.9

14) Medical assisting requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience.
Answer: TRUE
Page Ref: 4
Objective: 1.2

15) A medical assistant in a diploma program should expect to be in school for 6 months to 1 year.
Answer: TRUE
Page Ref: 5
Objective: 1.3

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16) In addition to normal business hours, urgent care facilities have business hours at night and on the weekends.
Answer: TRUE
Page Ref: 6
Objective: 1.5

17) The Medical Office Assistant (NCMOA) credential is offered by the National Center for Competency Testing (NCCT).
Answer: TRUE
Page Ref: 12
Objective: 1.9

18) Potential job opportunities for medical assistants may include insurance claims coder and multifunctional technician.
Answer: TRUE
Page Ref: 13
Objective: 1.10

19) A physician's office is an example of an ambulatory care setting.
Answer: TRUE
Page Ref: 13
Objective: 1.10

20) A medical assistant who witnesses unsafe workplace behavior has a responsibility to notify OSHA.
Answer: TRUE
Page Ref: 13
Objective: 1.5

Multiple Choice Questions

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
Page Ref: 6
Objective: 1.5

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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
Page Ref: 7
Objective: 1.5

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 insurance claims
D) Managing the telephone
Answer: A
Page Ref: 7
Objective: 1.5

4) Which of the following is an administrative responsibility of a medical assistant?
A) Filing patient records
B) Venipuncture
C) Collecting laboratory specimens
D) Disposing of hazardous waste
Answer: A
Page Ref: 7
Objective: 1.5

5) Students who desire to one day advance to management position should pursue a _____ program in the field of medical assisting.
A) bachelor
B) certificate
C) degree
D) diploma
Answer: C
Page Ref: 5
Objective: 1.3

6) Which of the following is an outpatient setting that offers comprehensive health care services in one convenient location?
A) Clinic
B) Patient-centered medical home
C) Physician's office
D) Urgent care facility
Answer: B
Page Ref: 13
Objective: 1.10

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7) Historically, medical assistants were trained on the job by a(n) _____.
A) receptionist
B) another medical assistant
C) physician
D) nurse
Answer: C
Page Ref: 3
Objective: 1.2

8) Which of the following is NOT one of the education/training programs available for the medical assistant?
A) Bachelor
B) Certificate
C) Degree
D) Diploma
Answer: A
Page Ref: 5
Objective: 1.3

9) The American Medical Technologists (AMT) is a certifying agency for all of the following EXCEPT _____.
A) dental assistants
B) medical assistants
C) phlebotomists
D) respiratory therapists
Answer: D
Page Ref: 11
Objective: 1.9

10) Which of the following programs, in the field of medical assisting, is approximately 8 months to 2 years in length?
A) Bachelors
B) Certificate
C) Degree
D) Diploma
Answer: C
Page Ref: 5
Objective: 1.3

11) In many cases, who will be the first health professional the patient will encounter?
A) Physician
B) Medical assistant
C) Doctor
D) Licensed practical nurse
Answer: B
Page Ref: 10
Objective: 1.7

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12) Which of the following is NOT appropriate while working with patients nearby?
A) Chewing gum
B) Drinking
C) Eating
D) All of the above
Answer: D
Page Ref: 10
Objective: 1.7

13) Which of the following is NOT an administrative responsibility?
A) Inventory control—ordering and storing of supplies
B) Computer skills
C) Scheduling patients
D) Screening nonpatients and visitors
Answer: A
Page Ref: 6, 8
Objective: 1.5

14) Which of the following is NOT a clinical responsibility?
A) Preparing patients for X-rays
B) Assisting the physician during procedures
C) Coding procedures
D) Performing dressing changes
Answer: C
Page Ref: 6, 8
Objective: 1.5

15) Which of the following is NOT a form of communication?
A) Nonverbal
B) Spoken/verbal
C) Thought
D) Written
Answer: C
Page Ref: 10
Objective: 1.7

16) Which of the following is an example of being proactive?
A) Arriving on time to work
B) Keeping skills and knowledge current
C) Being friendly to patients and coworkers
D) Laying supplies out before a procedure
Answer: D
Page Ref: 10
Objective: 1.7

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17) Experienced medical assistants may find work as which of the following?
A) Office managers
B) Instructors of medical assistant education programs
C) Medical records managers
D) All of the above
Answer: D
Page Ref: 14
Objective: 1.10

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
Page Ref: 13
Objective: 1.10

19) Choose the job title that fits the following description: Requires clinical skills to draw blood samples for testing.
A) Electrocardiography (ECG) technician
B) Medical laboratory assistant
C) Patient care technician
D) Phlebotomist
Answer: D
Page Ref: 14
Objective: 1.10

20) _____ indicates that a candidate has met the required education or experience criteria of a credentialing agency or professional organization.
A) Certification
B) Mastery
C) Graduation
D) Credentialing
Answer: A
Page Ref: 10
Objective: 1.1

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21) A(n) _____ is granted for each measured increment of training or education.
A) Certified Medical Assistant (CMA) certificate
B) Registered Medical Assistant RMA (AMT) credential
C) Certified Postsecondary Instructors (CPI) credential
D) continuing education unit (CEU)
Answer: D
Page Ref: 12
Objective: 1.9

22) Which of the following is NOT a job opportunity that a medical assistant should pursue?
A) Clinic aide
B) Data processing clerk
C) Intravenous technician
D) Billing or collection assistant
Answer: C
Page Ref: 13
Objective: 1.10

23) A _____ streamlines the patient's healthcare experience by facilitating the patient's healthcare needs, encouraging compliance with plan of care, and helping the patient maintain or develop self-care skills.
A) clinic aide
B) clinical assistant
C) patient navigator
D) multifunctional technician
Answer: C
Page Ref: 14
Objective: 1.11

24) The _____ was the first organization to place an emphasis on the educational objectives of medical assisting.
A) American Association of Medical Assistants (AAMA)
B) Commission on Accreditation of Allied Health Educational Programs (CAAHEP)
C) National Center for Competency Testing (NCCT)
D) National Healthcareer Association (NHA)
Answer: A
Page Ref: 4
Objective: 1.2

25) A medical assistant who uses _____ is able to make decisions responsibly.
A) discretion
B) empathy
C) integrity
D) thoroughness
Answer: A
Page Ref: 9
Objective: 1.7

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26) A medical assistant with _____ will adhere to a code of values.
A) discretion
B) empathy
C) group think
D) integrity

Answer: D
Page Ref: 9
Objective: 1.7

27) The ability to work with the sick and the infirm depends on one's ability and willingness to show _____.
A) discretion
B) emotion
C) empathy
D) integrity
Answer: C
Page Ref: 9
Objective: 1.7

28) Which of the following is one of the 4 main content areas identified by the Interprofessional Education Collaborative (ICP) for development of interprofessional competencies by the health professions students?
A) Administrative Procedures
B) Career Development
C) Medical Laws and Ethics
D) Teams and Teamwork
Answer: D
Page Ref: 6
Objective: 1.4

29) The Commission on Accreditation of Allied Health Education Programs (CAAHEP) state that to provide for student attainment of "Entry-Level Competencies for the Medical Assistant," the curriculum must include certain content. Which of the following is NOT required content?
A) Anatomy and physiology
B) Medical terminology
C) Psychology
D) Physics
Answer: D
Page Ref: 5
Objective: 1.4

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30) A(n) _____ is a required part of the medical assistant's education and involves working without payment in a physician's office, clinic, or hospital setting for, typically, 160—200 hours.
A) mentorship
B) residency
C) externship
D) job shadow
Answer: C
Page Ref: 6
Objective: 1.4

31) The _____ credential is awarded to candidates who pass the American Medical Technologists (AMT) certification examination.
A) Certified Medical Administrative Assistant (CMAA)
B) Certified Medical Assistant (CMA)
C) National Certified Medical Assistant (NCMA)
D) Registered Medical Assistant (RMA)
Answer: D
Page Ref: 11
Objective: 1.8

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
Page Ref: 5
Objective: 1.4

33) The Accrediting Bureau of Health Education Schools (ABHES) outlines which of the following content areas as part of the medical assisting curriculum?
A) Applied Mathematics
B) Infection Control
C) Nutrition
D) Pharmacology
Answer: D
Page Ref: 9
Objective: 1.4

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34) Confidentiality is the ability to maintain _____.
A) privacy
B) empathy
C) full disclosure
D) integrity
Answer: A
Page Ref: 9
Objective: 1.7

35) Physicians began to hire medical assistant to handle both the administrative and clinical responsibilities of the medical office because for a period of time there was a shortage of _____.
A) administrative assistants
B) nursing assistants
C) physician assistants
D) nurses
Answer: D
Page Ref: 3
Objective: 1.2

36) Which of the following is NOT a quality or characteristic regularly found in good medical assistants?
A) Integrity
B) Empathy
C) Discretion
D) Humility
Answer: D
Page Ref: 9
Objective: 1.7

37) No information is to be disclosed without the _____ permission of the patient.
A) oral
B) trusted
C) verbal
D) written
Answer: D
Page Ref: 9
Objective: 1.7

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38) For the certified medical assistant (CMA) credential to remain current, it must be revalidated every _____ years, either by earning continuing education units (CEUs) or through reexamination.
A) 1
B) 3
C) 5
D) 10
Answer: C
Page Ref: 11
Objective: 1.8

39) According to the U.S. Department of Labor Statistics, "job prospects should be best for medical assistants with formal training or experience, particularly those with _____."
A) accreditation
B) certification
C) recognition
D) referrals
Answer: B
Page Ref: 13
Objective: 1.10

40) Which ambulatory care setting below best matches the job description of caring for patients who require immediate medical treatment?
A) Clinic
B) Physician's office
C) Rehabilitation center
D) Urgent care facility
Answer: D
Page Ref: 13
Objective: 1.10

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
Page Ref: 13
Objective: 1.10

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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
Page Ref: 14
Objective: 1.10

43) Which department/specialty below best matches the job description of performing clinical skills to sterilize surgical instruments?
A) Admissions
B) ECG/EKG technician
C) Phlebotomy
D) Surgery
Answer: D
Page Ref: 14
Objective: 1.10

44) Which of the following is an example of thoroughness?
A) Paying attention to the details of an assigned task
B) Not disclosing patient information without the patient's permission
C) Determining the most appropriate way to communicate with the patient
D) Being dependable
Answer: A
Page Ref: 9
Objective: 1.7

45) It is the medical assistant's responsibility to become familiar with medical assistant scope of practice in his or her _____.
A) county
B) township
C) state
D) country
Answer: C
Page Ref: 7
Objective: 1.5

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46) _____ offices treat young children, adolescents, and teens.
A) Gerontologic
B) Pediatric
C) Podiatry
D) Obstetric
Answer: B
Page Ref: 10
Objective: 1.5

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) postgraduate degree
C) formal training
D) vocational education
Answer: C
Page Ref: 3
Objective: 1.3

48) The American Association of Medical Assistants (AAMA) provides which medical assisting credential?
A) Certified Medical Administrative Assistant (CMAA)
B) Certified Medical Assistant (CMA)
C) National Certified Medical Assistant (NCMA)
D) Registered Medical Assistant (RMA)
Answer: B
Page Ref: 10
Objective: 1.9

49) Providing patient education falls under which examination parameter for the Registered Medical Assistant (RMA) certification examination?
A) administrative
B) general
C) therapeutic
D) clinical
Answer: B
Page Ref: 11
Objective: 1.9

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
Page Ref: 9, 10
Objective: 1.7

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