Modern Dental Assisting 12th edition Bird Test Bank

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MULTIPLE CHOICE

1. Professionalism
   a. is what you do in the dental office, as distinguished from what you do on your own time.
   b. is what you say in the dental office, as distinguished from what you say on your own time.
   c. is an attitude that is apparent in everything you do and say, in and out of the dental office.
   d. means that you have a job.

   ANS: C
   Professionalism is an attitude that is apparent in everything you do and say, both in and out of the dental office. It is not distinguished from what you say or do on your own time. Professionalism distinguishes people who "have a job" from those who "pursue a career."

   DIF: Recall REF: p. 14 OBJ: 2
   TOP: CDA, GC, VII. Office Operations

2. The essential aspects of professional appearance include
   a. appropriate perfume or cologne.
   b. good health, good grooming, and appropriate dress.
   c. using mouthwash if you smoke cigarettes.
   d. scrubs, white shoes, and safety glasses.

   ANS: B
   A dental assistant's professional appearance is demonstrated through good health, good grooming, and appropriate dress. Do not use perfume or cologne. Some patients may be sensitized to them, and their use can precipitate an asthma attack. Avoid the use of tobacco products. Even if you brush, floss, and use a mouthwash, the odor lingers on your hair and clothing. Although scrubs and safety glasses may be important to infection control, they are not specific aspects of a dental assistant's professional appearance.

   DIF: Recall REF: pp. 14-15 OBJ: 2
   TOP: CDA, GC, VII. Office Operations

3. Teamwork in the dental office is important. The letters TEAM stand for
   a. treat everyone as members.
   b. take everything as money.
   c. together everyone accomplishes more.
   d. two equals a lot more.

   ANS: C
   Teamwork is extremely important in the dental office. The letters in TEAM stand for "together everyone accomplishes more." Dental assistants should offer to do an absent colleague's work and should be willing to help coworkers when other tasks are completed.

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DIF: Recall REF: p. 15 OBJ: 2
TOP: CDA, GC, VII. Office Operations

4. Recommendations for good grooming and appropriate dress include
   a. using an up-to-date perfume or cologne as a form of aromatherapy.
   b. limiting use of tobacco products to the outdoors to avoid an odor in treatment areas.
   c. bathing each day and use deodorant.
   d. wearing attention-getting makeup and jewelry to distract patients from disagreeable aspects of their planned dental treatment.

   ANS: C
   Personal cleanliness involves taking a daily bath or shower, using a deodorant, and practicing good oral hygiene. The use of perfume or cologne is not recommended. Coworkers and patients may be allergic to or irritated by some scents. Avoid the use of tobacco products, because the odor lingers on hair and clothing. Excessive makeup and jewelry are not considered appropriate for a professional appearance.

   DIF: Comprehension REF: p. 15 OBJ: 2
   TOP: CDA, GC, VII. Office Operations

5. Health Insurance Portability and Accountability Act (HIPAA) laws ensure that
   a. infection control is maintained in the dental office.
   b. there is no discrimination in the treatment of HIV-positive patients.
   c. needle are disposed within 90 days.
   d. patient privacy is protected.

   ANS: D
   HIPAA laws concern measures that must be taken to ensure that patient privacy is protected. HIPAA laws do not regulate infection control in the dental office. Infection control is regulated by the U.S. Department of Health and Human Services. HIPAA laws do not regulate discrimination in the treatment of HIV-positive patients; this is regulated by the Americans with Disabilities Act. HIPAA laws do not regulate needle disposal. Needle disposal is regulated by the U.S. Department of Health and Human Services.

   DIF: Comprehension REF: p. 16 OBJ: 2
   TOP: CDA, GC, VII. Office Operations

6. Important personal qualities of the dental assistant include
   a. demonstrating sensitivity to the patient's needs.
   b. not feeding into the patient's needs.
   c. creating rapport by discussing aspects of your personal life.
   d. being a good talker to distract the patient from the stress of the dental visit.

   ANS: A
   The dental assistant must demonstrate sensitivity to the patient's needs, show empathy, say "the right thing at the right time," and be sincere. The dental assistant must demonstrate sensitivity to the patient's needs. The dental assistant should avoid discussing aspects of his or her own personal life with patients. The dental assistant should learn to be a good listener to develop sensitivity to the opinions and concerns of others.

   DIF: Recall REF: p. 16 OBJ: 2

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TOP: CDA, GC, VII. Office Operations

7. What organization represents the dental assisting profession?
   a. Dental Assistants United
   b. National Dental Assistant Society
   c. American Dental Assistants Association
   d. Dental Assistants of America

   ANS: C
   The American Dental Assistants Association is the organization that has represented the dental assisting profession since 1924. The Dental Assistants United is not the name of the organization that represents the profession of dental assisting. The National Dental Assistant Society is not the name of the organization recognized as representing the profession of dental assisting. The Dental Assistants of America is not the name of the organization recognized as representing the profession of dental assisting.

   DIF: Recall REF: p. 17 OBJ: 4
   TOP: CDA, GC, VII. Office Operations

8. Benefits of membership in the ADAA include
   a. medical insurance options.
   b. eligibility to take the DANB (Dental Assisting National Board) examination.
   c. certification as a CDA (certified dental assistant).
   d. a subscription to the *Journal of the American Dental Association*.

   ANS: A
   ADAA members have the opportunity to purchase professional liability, accidental death and dismemberment, and medical insurance. Membership in the ADAA includes a subscription to *The Dental Assistant*. Membership in the ADAA does not confer eligibility to take the DANB examination. Membership in the ADAA does not include certification as a CDA. To become a CDA, an assistant must take and pass a national written examination administered by the DANB.

   DIF: Comprehension REF: p. 17 OBJ: 4
   TOP: CDA, GC, VII. Office Operations

9. The certified dental assistant (CDA) credential is issued by the
   a. Dental Assisting National Board (DANB).
   b. dental licensing board for a particular state.
   c. American Dental Association (ADA).
   d. American Dental Assistants Association (ADAA).

   ANS: A
   The DANB is the national agency responsible for testing dental assistants and issuing the credential of certified dental assistant. Each state's dental board provides guidelines for the practice of dental assisting in that particular state. The Dental Assisting National Board is independent of the ADA. The Dental Assisting National Board is independent of the ADAA.

   DIF: Comprehension REF: p. 18 OBJ: 4
   TOP: CDA, GC, VII. Office Operations

10. A dental assistant can become a certified dental assistant (CDA) by

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a. passing the state clinical and written board examinations.
b. passing the national Dental Assisting National Board (DANB) examination.
c. graduating from an accredited dental assisting program.
d. working for 2 years in a dental office.

ANS: B
To become a certified dental assistant, a dental assistant must take and pass a national written examination administered by DANB. The DANB CDA examination is a national, not a state, examination. Graduation from an accredited program is just one of the criteria for certification through Pathway I. Working for 2 years in a dental office is just one of the criteria for certification through Pathway II.

DIF: Recall REF: p. 18 OBJ: 4
TOP: CDA, GC, VII. Office Operations

11. Which of the following is considered a role of an expanded-functions dental assistant that is not permitted for a chairside dental assistant?
a. Exposing and processing radiographs
b. Placing, carving, and finishing amalgam restorations
c. Providing patient education
d. Charting

ANS: B
Placing, carving, and finishing amalgam or composite restorations is considered the role of an expanded-functions dental assistant. Placing dental sealants, placing a retraction cord, and applying fluoride are examples of additional functions for an expanded-functions dental assistant. It is important to be aware of the laws of the state or province where you are employed, because the delegation of functions varies. Exposing and processing radiographic images is considered the role of a chairside dental assistant. Providing patient education is considered the role of a chairside dental assistant. Charting is considered the role of a chairside dental assistant.

DIF: Comprehension REF: p. 17, Unn Box 2.2
OBJ: 4 TOP: CDA, GC, VII. Office Operations

12. An administrative assistant may also be known as a(n)
a. roving dental assistant.
b. secretarial assistant.
c. four-handed dental assistant.
d. expanded-functions dental assistant.

ANS: B
Secretarial assistant, business assistant, and receptionist are all common titles for an administrative assistant. A roving assistant is a chairside assistant who assists wherever help is needed, whether it is four-handed or six-handed dentistry, the sterilization area, processing or mounting radiographic images, or filing charts. A chairside assistant is also known as a *four-handed dental assistant*, meaning that they function as an extra pair of hands for the dentist. Occasionally, two assistants are required; this type of situation is termed *six-handed dentistry*. The expanded functions are clinical functions for a chairside dental assistant.

DIF: Recall REF: p. 18, Unn Box 2.2 OBJ: 4

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TOP: CDA, GC, VII. Office Operations

13. Which of the following is not a role of a chairside dental assistant?
    a. Overseeing inventory control
    b. Pouring and trimming models
    c. Providing postoperative instructions to patients
    d. Placing dental sealants

    ANS: D
    Placing dental sealants is a legal function of an expanded-functions dental assistant in many states and is also delegated to the dental hygienist and dentist. Overseeing inventory control and ordering dental supplies is primarily the responsibility of a dental assistant. Pouring and trimming models, as well as performing other laboratory procedures, is the responsibility of the chairside dental assistant. Providing postoperative instructions to patients is a responsibility of the chairside dental assistant.

    DIF: Application REF: p. 17, Unn Box 2.2 OBJ: 4
    TOP: CDA, GC, VII. Office Operations

14. The duties that an expanded-functions dental assistant (EFDA) can perform will vary according to the state or provincial
    a. ethnic distribution.
    b. dental school administration.
    c. population density.
    d. Dental Practice Act.

    ANS: D
    Delegation of EFDA duties varies according to state depending on the state or provincial Dental Practice Act.

    DIF: Recall REF: p. 17, Unn Box 2.2 OBJ: 4
    TOP: CDA, GC, VII. Office Operations

15. Mentioning that a celebrity patient was in the dental office earlier in the day while talking with a friend at lunch at a restaurant is
    a. permissible.
    b. a breach of confidentiality.
    c. a great way to spark a conversation.
    d. commended.

    ANS: B
    It is a breach of confidentiality. Never discuss patients with anyone outside the dental office. You cannot reveal the identity of a patient or any information from his or her records without the patient's written consent. Dental assistants have access to a vast amount of personal and financial information about their patients. Such information must be held in strict confidence and must not be discussed with others. Everything that is said or done in the dental office must remain confidential. A dental assistant has the obligation to maintain patient confidentiality. At no time is it commendable to share information regarding patient care in a public place.

    DIF: Application REF: p. 16 OBJ: 2
    TOP: CDA, GC, VII. Office Operations

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16. A dental assistant's salary depends primarily on the skills and abilities of the individual and the _____ associated with the specific position.
    a. social status
    b. responsibility
    c. years of service
    d. commendations

    ANS: B
    A dental assistant's salary depends primarily on the skills and abilities of the individual and the responsibility associated with the specific position. Earning potential can also be influenced by the geographic location of the practice. The dental assistant's salary can be greatly influenced by personal ambition, responsibility, and geographic location. The salary is dependent on the responsibility associated with the specific position. The geographic location also can influence the earning potential. Primarily, salary is dependent on the skills and abilities of the individual and the responsibility of the position. Generally, dental assistants earn salaries that are equal to other healthcare professionals with similar training and experience.

    DIF: Recall REF: p. 16 OBJ: 3
    TOP: CDA, GC, VII. Office Operations

17. The ADAA was formed in 1924 by
    a. Faith Sai So Leong.
    b. Ann Ehrlich.
    c. Juliette A. Southard.
    d. Deborah Greenspan.

    ANS: C
    The ADAA was formed in 1924 by Juliette A. Southard. Her vision was of "an educated, efficient dental assistant with her own place in the profession of dentistry." Faith Sai So Leong was the first female graduate at the College of Physicians and Surgeons (now the University of Pacific Arthur A. Dugoni School of Dentistry). Ann Ehrlich is a founding coauthor of the *Modern Dental Assisting* textbook. Deborah Greenspan is recognized worldwide for her research into the dental issues related to the human immunodeficiency virus (HIV) and acquired immunodeficiency syndrome (AIDS).

    DIF: Recall REF: p. 17 OBJ: 4
    TOP: CDA, GC, VII. Office Operations

18. Which of the following is not true of certification by the Dental Assisting National Board (DANB)?
    a. It is required in all states to perform expanded functions.
    b. It is achieved by passing the DANB examination.
    c. It verifies that you have obtained a certain level of knowledge.
    d. It is a voluntary credential.

    ANS: A

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Passing the DANB is not a requirement to perform expanded functions in many states. Passing the DANB examination is necessary to be a certified dental assistant (CDA). Passing the DANB is necessary to be a certified dental assistant (CDA). It shows that you have attained a certain level of knowledge; it is not a requirement for advanced functions in many states. Passing the DANB is necessary to be a certified dental assistant (CDA). Certification is a voluntary credential and is not mandatory in all states, although some states require a dental assistant to be a certified dental assistant (CDA) to perform specific "expanded functions" within the state.

DIF: Comprehension REF: p. 18 OBJ: 4
TOP: CDA, GC, VII. Office Operations

19. The dental assistant can demonstrate work responsibility by all except
    a. arriving on time.
    b. leaving early to clear space for others.
    c. volunteering to help a coworker.
    d. staying for the full shift.

ANS: B
A dental assistant can demonstrate work responsibility by not asking to leave early. A responsible person arrives on time, early enough to review charts and get the office ready for the arrival of patients. A responsible person volunteers to help others who may be overworked. A responsible person stays for the full shift and until the job is done.

DIF: Recall REF: p. 16 OBJ: 2
TOP: CDA, GC, VII. Office Operations

20. Which is not considered an expanded function?
    a. Taking elastomeric impressions for crown and inlay procedures.
    b. Placing retraction cord
    c. Applying fluoride
    d. Exposing and processing radiographic images

ANS: D
Exposing and processing radiographic images is not an advanced function. Placing retraction cord is an expanded function. Delegation varies among states or provinces according to the Dental Practice Act. Applying fluoride is an expanded function. It is important to be aware of the laws of the state or province in which you practice. Placing dental sealant is an expanded function.

DIF: Recall REF: pp. 17-18, Unn Box 2.2 OBJ: 4
TOP: CDA, GC, VII. Office Operations

21. In addition to assisting in the delivery of dental care, a dental assistant may find employment opportunities in
    a. dental product sales.
    b. teaching dental assisting.
    c. processing insurance claims.
    d. Any of the above

ANS: D

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Opportunities include working as a dental product sales representative, teaching dental assisting, and processing dental insurance claims for an insurance company.

DIF: Recall REF: p. 16 OBJ: 3
TOP: CDA, GC, VII. Office Operations

TRUE/FALSE

1. Maintaining a positive attitude is probably the single most important factor in helping to relieve the stress in a dental office.

   ANS: T
   Patients, coworkers, and employers appreciate a dental assistant who has a good attitude. Maintaining a positive attitude will help the dental assistant and staff members to create a good work environment. The dental office can be a stressful place for patients and staff; therefore, it is important to maintain a positive attitude.

   DIF: Comprehension REF: p. 16 OBJ: 2
   TOP: CDA, GC, VII. Office Operations