Practice Management for the Dental Team 9th edition Finkbeiner Test Bank

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MULTIPLE CHOICE

1. The five Rs of management are:
   a. rally, recognition, rapport, responsibility, and refuse.
   b. reading, responsibility, recognition, respect, and rapport.
   c. responsibility, respect, rapport, recognition, and remuneration.
   d. reaffirmation, remuneration, reflection, rapport, and recognition.

   ANS: C
   Successful management can be attributed to responsibility, respect, rapport, recognition, and remuneration. Reading is not attributed to successful management. Rally and refuse are not attributed to successful management. Reaffirmation and reflection are not attributed to successful management.

   DIF: Recall REF: The "Five Rs" of Management, pp. 20-21
   OBJ: 9 TOP: CDA, GC, II. Patient Management and Administrative Duties

2. When resolving a staff conflict, a manager should:
   a. document discussions and activities.
   b. seek to identify the underlying issues.
   c. listen impartially.
   d. avoid delay of discussions.
   e. all of the options

   ANS: E
   All of the options. When resolving a staff conflict, making time available as soon as possible to discuss the problem, listening patiently to all the issues while keeping an open mind, determine the real issue, and maintaining a record are all important regardless of the nature of the complaint.

   DIF: Comprehension REF: Managing Conflict, p. 26
   OBJ: 15 TOP: CDA, GC, II. Patient Management and Administrative Duties

3. Which topic can be discussed during an interview with a prospective employee?
   a. Marital status
   b. Spouse's income
   c. Child care arrangements
   d. Interest in continuing education courses

   ANS: D
   Interest in continuing education courses is correct. Discussing this topic during an interview gathers information pertinent to the job for which the person is applying but is nondiscriminatory. Discussing marital status, spouse's income, or child care arrangements during an interview gathers information that is not pertinent to the job for which the person is applying and is discriminatory.

   DIF: Comprehension REF: Conducting an Interview, Box 2.13, p. 37
   OBJ: 19 TOP: CDA, GC, II. Patient Management and Administrative Duties

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4. Which question may be asked during an interview with a prospective employee?
   a. "Do you own a home?"
   b. "Where were you born?"
   c. "What are your strengths?"
   d. "Do you have any handicaps?"

   ANS: C
   "What are your strengths?" is correct. Asking this question during an interview gathers information pertinent to the job the person is applying for but is nondiscriminatory. Asking "Do you own a home?" "Where were you born?" or "Do you have you any handicaps?" gathers information that is not pertinent to the job the person is applying for and is discriminatory.

   DIF: Comprehension REF: Conducting an Interview, Box 2.12, p. 37
   OBJ: 19 TOP: CDA, GC, II. Patient Management and Administrative Duties

5. Which topic should be avoided during an interview with a prospective employee?
   a. Career objectives
   b. Age of the applicant
   c. Availability to work overtime
   d. Interest in working at a satellite office site

   ANS: B
   Age of the applicant is correct. This topic could be considered discriminatory against the applicant and should not be discussed during a job interview. Career objectives, availability to work overtime, and interest in working at a satellite office are topics that are not discriminatory against the applicant and can be discussed during a job interview.

   DIF: Comprehension
   REF: Conducting an Interview, Box 2.12, p. 37 | Conducting an Interview, Box 2.13, p. 37
   OBJ: 19 TOP: CDA, GC, II. Patient Management and Administrative Duties

6. Which is not a rule to be considered for interviewing a prospective employee?
   a. Know how you will use the information to make a decision.
   b. Obtain every piece of information about the person that is possible.
   c. Ask only for information that you intend to use in the hiring decision.
   d. Recognize that it is difficult to defend seeking information that you will not use.

   ANS: B
   Obtain every piece of information about the person that is possible is not a rule to be considered for interviewing prospective employees. Only information that will be used in making hiring decisions and that is nondiscriminatory should be obtained.

   DIF: Recall REF: Conducting an Interview, Box 2.11, p. 36
   OBJ: 19 TOP: CDA, GC, II. Patient Management and Administrative Duties

7. Which would be a solution to eliminating wasted time?
   a. Prepare a "to-do" list and use it.
   b. Schedule meetings with staff more often.
   c. Agree to do as much as humanly possible.
   d. Leave some work incomplete so you will always be busy.

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ANS: A
Prepare a “to-do” list and use it is a solution to eliminating wasted time. A “to-do” list uses efficient time management techniques. Scheduling meetings with staff more often is not associated with eliminating wasted time. Agreeing to do as much as humanly possible creates stress and is not a solution to eliminating wasted time. Leaving some work incomplete so you will always be busy is deceptive and does not eliminate wasted time.

DIF: Recall
REF: Learning to Use Time Efficiently, Box 2.8, p. 28 | Maintaining Daily Schedules, pp. 27-28
OBJ: 17 TOP: CDA, GC, II. Patient Management and Administrative Duties

8. Which skill involves the ability to understand individuals and communicate effectively?
   a. Technical
   b. Conceptual
   c. Administrative
   d. Human relations

ANS: D
Human relations skills aid you in understanding people and allow you to interact with them effectively. Technical skills include understanding and being able to supervise effectively the specific processes, practices, and techniques required of specific jobs in the business office. Conceptual skills involve the ability to acquire, analyze, and interpret information in a logical manner. Administrative skills help you to use all of the other skills effectively in performing administrative functions.

DIF: Comprehension REF: Basic Skills of an Administrative Assistant, p. 22
OBJ: 10 TOP: CDA, GC, II. Patient Management and Administrative Duties

9. Time management involves all of the following except:
   a. planning ahead.
   b. giving in to interruptions.
   c. delegating work to others.
   d. following through with a task.

ANS: B
Giving in to interruptions is not a component of time management but instead wastes time. Planning ahead is a component of time management. Delegating work to others is a component of time management. Following through with a task is a component of time management.

DIF: Comprehension REF: Learning to Use Time Efficiently, p. 27
OBJ: 17 TOP: CDA, GC, II. Patient Management and Administrative Duties

10. Which is defined as a broad statement of the basic concepts about patient care, business management, auxiliary utilization, health and safety, and continuing education for the dental practice?
    a. A mission statement
    b. The procedural policies
    c. A practice philosophy
    d. The staff recognition program

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ANS: C
A practice philosophy is a broad statement of the basic concepts about patient care, business management, auxiliary utilization, health and safety, and continuing education for the practice. A mission statement speaks to the way the practice is to be managed and the role of the staff and the patients. Procedural policies are specific tasks for all of the common office procedures. A staff recognition program sets out specific guidelines for hiring staff, selecting benefits, and establishing a salary scale that reflects productivity and cost-of-living increases.

DIF: Recall REF: Establishing Practice Goals and Objectives, p. 13
OBJ: 2 TOP: CDA, GC, II. Patient Management and Administrative Duties

11. All of the following statements are advantages of hiring an educated administrative assistant except one. Which one is the exception?
    a. Practices proper infection control procedures.
    b. Is able to explain treatment procedures to a patient.
    c. Can talk patients into accepting treatment they may not need.
    d. Understands appointment sequencing for various dental procedures.

    ANS: C
    Talking patients into accepting treatment they may not need is unethical. Practicing proper infection control, being able to explain treatment procedures to patients, and understanding appointment sequencing for various dental procedures are some of the advantages of hiring an educated administrative assistant.

    DIF: Comprehension
    REF: Advantages of Hiring a Skilled Administrative Assistant, Box 2.7, p. 27
    OBJ: 16 TOP: CDA, GC, II. Patient Management and Administrative Duties

12. An effective leader can empower the employees/staff by:
    a. providing them with access to information that will help them increase their productivity and effectiveness.
    b. allowing them to take on more responsibility, including assigning them all legal tasks delegated to them by the State.
    c. giving staff members a voice in decision making.
    d. all of the options
    e. none of the options

    ANS: D
    Empowerment can be defined as “putting power where it is needed.” An effective leader can empower the staff by taking actions such as providing employees with access to information that will help them increase their productivity and effectiveness; allowing staff members to take on more responsibility, including assigning them all legal tasks delegated to them in a given state; and, giving staff members a voice in decision making.

    DIF: Recall REF: Empower Others, p. 14 OBJ: 13
    TOP: CDA, GC, II. Patient Management and Administrative Duties

13. *An administrative assistant who demonstrates assertiveness is considered effective because he she accomplishes tasks in an aggressive manner.*
    a. Both the statement and the reason are CORRECT and related.
    b. Both the statement and the reason are correct but NOT related.

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c. The statement is correct, but the reason is NOT.
d. The statement is NOT correct, but the reason is CORRECT.
e. NEITHER the statement nor the reason is CORRECT.

ANS: C
The statement is correct, but the reason is NOT. Being assertive does not mean the same thing as being aggressive. An assertive person is bold and enterprising in a nonhostile manner. An administrative assistant is often called on to assume new responsibilities, and he or she must take the initiative to get the job done.

DIF: Comprehension
REF: Personal Characteristics of an Effective Leader, p. 15 | Assertiveness, p. 16
OBJ: 10 TOP: CDA, GC, II. Patient Management and Administrative Duties

14. *An administrative assistant who* believes that he or she can do a job well is considered competent because he or she has self-confidence.
a. Both the statement and the reason are CORRECT and related.
b. Both the statement and the reason are correct but NOT related.
c. The statement is correct, but the reason is NOT.
d. The statement is NOT correct, but the reason is CORRECT.
e. NEITHER the statement nor the reason is CORRECT.

ANS: E
NEITHER the statement nor the reason is CORRECT. Competence refers to the *ability* of an individual to do a job properly. An individual who *believes* that he or she can do a job well has self-confidence. A person may be competent but lack the self-confidence needed to take on the responsibilities and challenges of the job.

DIF: Comprehension
REF: Personal Characteristics of an Effective Leader, p. 15 | Self-confidence, Competence, p. 15
OBJ: 10 TOP: CDA, GC, II. Patient Management and Administrative Duties

15. *An administrative assistant who* is sincere and straightforward exhibits genuineness. Patients feel comfortable with a genuinely caring administrative assistant.
a. Both the statements are true.
b. Both the statements are false.
c. The first statement is true, and the second is false.
d. The first statement is false, and the second is true.

ANS: A
Both the statements are true. A person who is genuine is sincere and straightforward. This is important when dealing with people in a healthcare profession. Patients feel comfortable with a genuinely caring administrative assistant, and they are also more likely to open up and share their innermost feelings with this type of person.

DIF: Comprehension
REF: Personal Characteristics of an Effective Leader, p. 15 | Genuineness, p.15
OBJ: 10 TOP: CDA, GC, II. Patient Management and Administrative Duties

TRUE/FALSE

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1. The failure to promote good manners between staff members can be reflected in reduced office productivity.

   ANS: T
   Poor relationships between staff members relate directly to productivity.

   DIF: Comprehension REF: Business Office Etiquette, p. 19
   OBJ: 7 TOP: CDA, GC, II. Patient Management and Administrative Duties

2. The dentist must give the authority to the administrative assistant so the individual can manage the dental office effectively.

   ANS: T
   It is essential that the dentist give this authority to the administrative assistant. Without this authority, the administrative assistant cannot manage effectively.

   DIF: Recall REF: Functions of an Administrative Assistant, p. 21
   OBJ: 10 TOP: CDA, GC, II. Patient Management and Administrative Duties

3. Conflict rarely exists in the dental office environment.

   ANS: F
   Conflict will arise whenever two or more people work together.

   DIF: Comprehension REF: Managing Conflict, p. 26
   OBJ: 15 TOP: CDA, GC, II. Patient Management and Administrative Duties

4. An experienced administrative assistant should not need additional training.

   ANS: F
   Additional training beyond the educational experiences already achieved may be necessary for even an experienced administrative assistant.

   DIF: Comprehension REF: New Employee Training, p. 37
   OBJ: 19 TOP: CDA, GC, II. Patient Management and Administrative Duties

5. The dental hygienist is the person whose primary responsibility involves business activities of the dental office.

   ANS: F
   The administrative assistant is the person whose primary responsibility involves business activities of the dental office.

   DIF: Recall REF: The Shifting Role of the Administrative Assistant, p. 20
   OBJ: 8 TOP: CDA, GC, II. Patient Management and Administrative Duties

6. The office procedural manual should be written solely by the dentist because it is his or her practice.

   ANS: F

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Although the manual should be written under the direction of the dentist, each member of the team should contribute equally in the development of the manual to provide a total team effort.

DIF: Recall REF: Designing a Procedural Manual, p. 28
OBJ: 18 TOP: CDA, GC, II. Patient Management and Administrative Duties

7. The *leadership-enriched culture* is an ideal culture to promote in a dental practice.

ANS: T
In a *leadership-enriched culture*, people view the organization as an extension of themselves. They feel good about what they personally achieve through the organization, and this promotes exceptional cooperation. Individual goals are aligned with the goals of the practice, and people do what it takes to make things happen.

DIF: Recall REF: Organizational Culture, p. 18 OBJ: 5
TOP: CDA, GC, II. Patient Management and Administrative Duties

8. Transmission of information from one department to another is called downward communication.

ANS: F
Horizontal communication is the transmission of information from one department to another. Downward communication is exemplified when a dentist issues an order or mandate that is disseminated to the staff member at the next level.

DIF: Recall REF: Channels of Communication, pp. 23-24
OBJ: 12 TOP: CDA, GC, II. Patient Management and Administrative Duties

9. An employer cannot legally refuse to hire a prospective employee with AIDS unless it could be established that the prospective employee would endanger the health and safety of others.

ANS: T
An employer who refuses to hire someone with AIDS violates federal and state disability discrimination laws. Protection under Title VII of the 1964 Civil Rights Act has been extended to disabled persons, including those infected with the AIDS virus or who have tested positive for the HIV virus.

DIF: Recall REF: Pre-employment Testing, p. 36 OBJ: 19
TOP: CDA, GC, II. Patient Management and Administrative Duties

10. Periodic employee evaluations assist in identifying strengths and weaknesses for employees and if mistakes are being made that require a remediation plan.

ANS: T
Periodic evaluations should be performed to enable the employee to know if they are performing well and if not, in what areas they need to improve. If an employee is making mistakes, they need to know this so they can correct their performance and target dates for improvement should be indicated.

DIF: Comprehension REF: Evaluating an Employee's Performance, p. 38

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OBJ: 20 TOP: CDA, GC, II. Patient Management and Administrative Duties

11. A disciplinary process is helpful for mediation but not important for the termination procedures.

ANS: F
It is important that a disciplinary process is in place and that the employee has had an opportunity to improve their skills based on written evaluations. Basic steps should be followed and documented including verbal warning, written warning, and finally, if necessary, termination.

DIF: Comprehension REF: Terminating an Employee, p. 38
OBJ: 20 TOP: CDA, GC, II. Patient Management and Administrative Duties

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