Today's Medical Assistant 4th edition Bonewit-West Test Bank

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MULTIPLE CHOICE

1. Which of the following changes in medical care encouraged the development of medical assisting as a profession?
   a. Physicians made more house calls.
   b. Medical offices had to submit insurance forms for patients covered by government insurance plans.
   c. Patients were given specific appointment times instead of just coming at any time.
   d. Patients were sent to the hospital for diagnostic testing.

   ANS: B REF: p. 19, CAAHEP Competency (2015); ABHES Competency: 1.a.

2. What is meant by the term "defensive medicine"?
   a. Patients are more likely to sue a physician today than 50 years ago.
   b. Malpractice insurance costs have risen sharply over the past 50 years.
   c. Physicians order more diagnostic tests than before as a defense against a possible lawsuit.
   d. Performing diagnostic tests in the medical office increases the overhead or cost of doing business.

   ANS: C REF: p. 19, CAAHEP Competency (2015); ABHES Competency: 4.e.

3. When was the American Association of Medical Assistants organized?
   a. 1956
   b. 1966
   c. 1978
   d. 1988

   ANS: A REF: p. 19, CAAHEP Competency (2015); ABHES Competency: 1.b.

4. What is a means for medical assisting programs to demonstrate high quality?
   a. Advertising in professional journals
   b. Gaining and maintaining accreditation
   c. Establishing programs that last at least 2 years
   d. Including a practical experience in the program

   ANS: B REF: p. 19, CAAHEP Competency (2015); ABHES Competency: 1.b.

5. What is the name given to the practical experience in a physician office that is included in a medical assisting program?
   a. Internship
   b. Practicum
   c. Supervised placement
   d. Curriculum

   ANS: B REF: p. 20, CAAHEP Competency (2015); ABHES Competency: 1.a.

6. What is an advantage to a student of completing an accredited medical assisting program?

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a. After graduation, the student can easily obtain advanced placement toward a bachelor's degree.
b. After graduation, the student is eligible to take a medical assisting certification examination.
c. After graduation, the student is more likely to be hired by the externship site.
d. After graduation, the student automatically becomes certified.

ANS: B REF: p. 20, CAAHEP Competency (2015); ABHES Competency: 11.a.

7. If a medical assistant performs only those procedures that he or she is trained for and allowed to perform by law, what is being demonstrated?
a. Doing the job
b. Being appropriate
c. Working within the scope of practice
d. Refusing to be a team player

ANS: C REF: p. 22, CAAHEP Competency (2015): X.C.1; ABHES Competency: 4.f.1.

8. Which of the following is/are important character traits for a medical assistant?
a. Being tolerant of different beliefs and attitudes
b. Limiting himself or herself to only the specific tasks that have been assigned
c. Taking responsibility to tell patients when they should change their medications
d. Expressing an interest in fashion and stylish appearance on the job
e. All are correct

ANS: A REF: p. 22, CAAHEP Competency (2015): V.A.3; ABHES Competency: 5.e.

9. Which medical assistant is likely to be most successful?
a. One who rushes through tasks to finish everything quickly.
b. One who uses every spare moment calling his or her child's daycare center.
c. One who can remain calm when things do not go as planned.
d. One who places the most emphasis on accurate paperwork.

ANS: C REF: p. 22, CAAHEP Competency (2015); ABHES Competency: 11.b.

10. Why are neatness and good grooming important for medical assistants?
a. They help the medical assistant project a professional image.
b. Clean hair and hands help prevent the spread of infection.
c. If medical office staff looks professional, it helps patients believe that they will receive competent care.
d. Excessive jewelry can become tangled in equipment or tear gloves.
e. All are correct.

ANS: E REF: p. 23, CAAHEP Competency (2015); ABHES Competency: 11.b.

11. How can the medical assistant maintain a professional appearance?
a. Wear a business suit when attending to patients in an examination room.
b. Keep long artificial nails well maintained and neatly polished.
c. Limit jewelry to post earrings and a plain wedding band (if married).
d. Wear long hair down as long as it is clean.
e. All are correct.

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ANS: C REF: p. 23, CAAHEP Competency (2015); ABHES Competency: 11.b.

12. Which of the following actions should the medical assistant take without being asked?
    a. Restock examination rooms if there is no patient waiting.
    b. Order new magazine subscriptions for the office waiting room.
    c. Rearrange the furniture in the waiting room.
    d. Remove and shred files of patients who have not been seen within the past 3 years.

    ANS: A REF: p. 24, CAAHEP Competency (2015); ABHES Competency: 1.d.

13. Which of the following behaviors demonstrates that a medical assistant fails to work well with others?
    a. Accepting criticism and trying to improve performance
    b. Working within the established chain of command
    c. Helping another staff member when work is busy
    d. Complaining about staff members who do not pull their weight

    ANS: D REF: p. 24, CAAHEP Competency (2015); ABHES Competency: 11.b.

14. What is a key concept of the Hippocratic oath?
    a. Keep good records.
    b. Collect a fee from every patient.
    c. Do no harm.
    d. Refer patients to another physician as needed.

    ANS: C REF: p. 25, CAAHEP Competency (2015); ABHES Competency:

15. Which of the following is an important element of professionalism for medical assistants and physicians?
    a. Prioritizing care for patients who have important jobs
    b. Always protecting other health professionals from criticism or censure, no matter how they behave
    c. Accepting only a few patients with Medicaid insurance
    d. Obtaining continuing education to stay current in the profession

    ANS: D REF: p. 25, CAAHEP Competency (2015); ABHES Competency: 11.b.

16. Which of the following agencies accredits medical assisting education programs?
    a. OSHA
    b. CAAHEP
    c. AMA
    d. ASCP

    ANS: B REF: pp. 19-20, CAAHEP Competency (2015); ABHES Competency: 1.c.

17. What credential is obtained if a medical assistant passes the certification examination in medical assisting given by the American Medical Technologists (AMT)?
    a. CMA (AAMA)
    b. RMA
    c. EMT
    d. CPR

    ANS: B REF: p. 20, CAAHEP Competency (2015); ABHES Competency: 1.c.

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18. Which areas of specialization offer certification in addition to a general certification in medical assisting?
    a. Podiatric medical assistant
    b. Medical administrative specialist
    c. Certified coding specialist—physician-based
    d. Ophthalmic medical assistant
    e. All are correct

    ANS: E REF: p. 21, CAAHEP Competency (2015); ABHES Competency: 1.b.

19. How often must a CMA (AAMA) (certified medical assistant) recertify to continue to use the credential?
    a. Every year
    b. Every 3 years
    c. Every 5 years
    d. Every 7 years

    ANS: C REF: p. 26, CAAHEP Competency (2015); ABHES Competency: 1.c.

20. How many contact hours must an RMA (registered medical assistant) obtain in order to recertify?
    a. 30 contact hours
    b. 20 contact hours
    c. 10 contact hours
    d. 5 contact hours

    ANS: A REF: p. 26, CAAHEP Competency (2015); ABHES Competency: 1.c.

21. How can a medical assistant find approved educational programs to meet his or her continuing education needs?
    a. Any college course qualifies as continuing education.
    b. Professional organizations offer approved continuing education programs at their meetings.
    c. Through medical journals published for physicians.
    d. None are correct.

    ANS: B REF: p. 26, CAAHEP Competency (2015); ABHES Competency: 11.b.

22. Which of the following is a service typically provided for members by professional organizations?
    a. Passing legislation that improves conditions for the profession
    b. Providing employment
    c. Providing continuing education opportunities
    d. Providing malpractice and liability insurance

    ANS: C REF: p. 26, CAAHEP Competency (2015); ABHES Competency: 1.b.

23. What type of records may medical assistants maintain and/or file?
    a. Paper medical records
    b. Insurance records
    c. Dictated progress notes

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d. Paper laboratory results
e. All are correct

ANS: E REF: p. 27, CAAHEP Competency (2015): VI.C.6; ABHES Competency: 1.d.

24. Which activity is performed by the medical assistant so that the medical office can be paid for services to patients?
a. Filing medical records
b. Assisting the physician with procedures
c. Coding procedures and diagnostic tests
d. Setting fees for each service performed in the medical office

ANS: C REF: p. 27, CAAHEP Competency (2015): IX.C.1; ABHES Competency: 1.d.

25. Which of the following activities might the medical assistant perform in the medical office?
a. Paying bills such as rent, insurance, electricity, etc.
b. Writing prescriptions for medications patients should take
c. Deciding when a patient needs X-rays
d. Hiring and supervising all staff in the medical office

ANS: A REF: p. 27, CAAHEP Competency (2015): VII.C.2; ABHES Competency: 1.d.

26. Which of the following would be included in risk management?
a. Documenting all patient payments
b. Ordering both administrative and clinical supplies
c. Maintaining proper infection control measures
d. Keeping accurate personnel records

ANS: C
REF: p. 28, CAAHEP Competency (2015): X.C.7.i.; ABHES Competency: 4.e.

27. Which of the following is most likely to be a responsibility of the medical assistant in a medical office?
a. Instructing patients about the meaning of systolic and diastolic blood pressure
b. Coaching patients to maintain health through proper diet and exercise
c. Creating a brochure to instruct a patient about the cause and treatment of his or her disease
d. Telling a patient exactly how hazardous waste is discarded and removed from the medical office

ANS: B
REF: p. 28, CAAHEP Competency (2015): V.C.6.a.; ABHES Competency: 1.d.

28. What type of responsibility is it when the medical assistant helps the physician during a physical examination?
a. Clinical
b. Administrative
c. Management
d. Educational

ANS: A REF: p. 27, CAAHEP Competency (2015); ABHES Competency: 1.d.

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29. According to the chapter, which of the following is an example of an administrative responsibility of the medical assistant?
    a. Preparing patients for examination
    b. Providing information to a patient about obtaining services from visiting nurses
    c. Processing laboratory specimens
    d. Scheduling office appointments and consultations

    ANS: D REF: p. 27, CAAHEP Competency (2015): VI.C.3; ABHES Competency: 1.d.

30. In what type of settings are the majority of medical assistants employed?
    a. Medical laboratories
    b. Nursing care facilities
    c. Physician offices
    d. Government agencies

    ANS: C REF: p. 29, CAAHEP Competency (2015); ABHES Competency: 1.d.

31. What is the primary role of a patient navigator?
    a. Assisting a patient to walk from one part of a facility to another
    b. Telling a patient where the medical office is located and where to park
    c. Coaching patients to make changes in lifestyle to meet their health needs
    d. Removing obstacles patients face in accessing and receiving treatment

    ANS: D REF: p. 29, CAAHEP Competency (2015): V.C.13; ABHES Competency: 5.c.

32. What is the most direct route for career advancement for a medical assistant?
    a. Medical assisting instructor
    b. Office or practice manager
    c. Registered nurse
    d. Respiratory therapy

    ANS: B REF: p. 29, CAAHEP Competency (2015); ABHES Competency: 1.b.

33. Which of the following is a typical medical assisting clinical responsibility and within the scope of practice of a medical assistant?
    a. Applying hot or cold packs or compresses
    b. Suturing a wound
    c. Starting and maintaining an IV
    d. Prescribing common medications

    ANS: A REF: p. 28, CAAHEP Competency (2015): X.C.1; ABHES Competency: 4.f.1.

TRUE/FALSE

1. *Initiative* is the ability to begin or carry through on a plan of action independently.

    ANS: T REF: p. 23, CAAHEP Competency (2015); ABHES Competency: 11.b.

2. Attending an accredited medical assisting program guarantees employment.

    ANS: F REF: p. 20, CAAHEP Competency (2015); ABHES Competency: 11.a.

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3. Neatness and grooming are important not only for professionalism, but also for reasons of health and safety.

   ANS: T REF: p. 23, CAAHEP Competency (2015); ABHES Competency: 11.b.

4. Maintaining confidentiality is part of a medical assistant's legal and ethical responsibilities.

   ANS: T
   REF: p. 25, CAAHEP Competency (2015): XI.C.1.a.; ABHES Competency: 4.g.

5. Wearing multiple rings while working with patients is usually fine as long as proper hand washing procedures are followed.

   ANS: F REF: p. 23, CAAHEP Competency (2015): III.C.4; ABHES Competency: 9.a.

6. Once a national certification is obtained, no further education is ever required.

   ANS: F REF: p. 26, CAAHEP Competency (2015); ABHES Competency: 1.c.

7. *Risk management* refers to sterilization procedures in the medical setting.

   ANS: F
   REF: p. 28, CAAHEP Competency (2015): X.C.7.i.; ABHES Competency: 4.e.

8. The two most prominent professional medical assisting organizations are the AAMA and the AMA.

   ANS: F REF: p. 25, CAAHEP Competency (2015); ABHES Competency: 1.b.

9. Medical assistants may gain additional training and certify in medical specialties such as ophthalmology or podiatry.

   ANS: T REF: p. 21, CAAHEP Competency (2015); ABHES Competency: 1.c.

10. With the increasing use of electronic medical systems, one of the medical assistant's administrative responsibilities may be scanning laboratory reports and other paper records into the computer.

    ANS: T REF: p. 27, CAAHEP Competency (2015): V.C.8; ABHES Competency: 1.d.

11. It is often the medical assistant's responsibility to educate patients about office procedures and policies.

    ANS: T REF: p. 28, CAAHEP Competency (2015); ABHES Competency: 1.d.

12. A medical assistant should always determine the legal scope of practice for a medical assistant in the state in which he or she intends to work, because state laws can vary widely.

    ANS: T REF: p. 22, CAAHEP Competency (2015): X.C.1; ABHES Competency: 4.f.1.

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