Mosby's Fundamentals of Therapeutic Massage 7th edition Fritz Test Bank

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MULTIPLE CHOICE

1. A massage therapist has a daughter similar to client who is 14-year-old girl. The massage therapist will need to be attentive to especially avoiding _____
   a. transference.
   b. countertransference.
   c. dual roles.
   d. mentoring.

   ANS: B DIF: 2 REF: 37

2. A massage therapist has been an employee for a franchise-based wellness center for 4 years and is planning on beginning a solo practice. The massage therapist has developed a client following during the employment period and is considering talking with these clients and offering massage therapy services at a lower rate. Which statement *best* described this situation?
   a. Ethical decision-making regarding a client's needs
   b. Issues about informed consent concerning a colleague and a client
   c. Ethical decision-making regarding the employee/employer relationship
   d. A challenge concerning standards of therapeutic relationships

   ANS: C DIF: 3 REF: 38

3. A "professional" is described as someone who has
   a. a specialized body of knowledge.
   b. limited training.
   c. no need for legal recognition through certification or licensure.
   d. a job other than one of service.

   ANS: A DIF: 2 REF: 38

4. To say that people of a certain culture act a certain way is
   a. stereotyping
   b. custom
   c. gender bias
   d. ethical

   ANS: A DIF: 2 REF: 37-38

5. A very busy massage therapist often gets behind on her documentation activities after each massage. She begins to put client files in a desk drawer in the massage room and then catches up at lunch and the end of the day. What is the major ethical concern about this practice?
   a. Client autonomy
   b. Beneficence
   c. Justice
   d. Veracity

   ANS: A DIF: 2 REF: 38

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6. A massage therapist has been accused of not maintaining a safe and sanitary environment and believes the claim is incorrect and plans to use an ethical decision-making process to counter the claim. The massage therapist has asked two peers to review practices. After a week of reviewing the actions and behavior of the massage therapist, it has been determined that all licensing and credentials are in place, that there is no concern about the physical or emotional state of the massage therapist, that the facility meets all safety requirements, that clients' records are accurate, and that privacy is maintained. The massage therapist is a member of a recognized massage therapy professional organization and is up to date on continuing education, including infection-control measures. The inspectors did find one area of potential confusion that could have led to the client's accusation. Which question in ethical decision-making *best* describes the reason for the possible problem?
   a. Am I performing this procedure in a safe working environment?
   b. Has the client been informed about his or her massage session?
   c. Am I respecting the client's right to privacy and confidentiality?
   d. Do I maintain complete and accurate records, and have I documented special problems arising with clients, employees, or an employer?

   ANS: B DIF: 3 REF: 38

7. A chiropractor has hired and then fired many different massage therapists. When he interviews a massage therapist, he specifically asks what skills they use during the massage. He wants someone who can make justifiable clinical decisions about what type of massage to perform to achieve the outcomes of the treatment plan he has developed for his patient. Routinely, he encounters feedback about how the massage therapist suggested a supplement, gave recommendations about a specific exercise, or told patients what conditions they had. What is the major concern of the chiropractor?
   a. Self-management skills
   b. Scope of practice violations
   c. Lack of technical massage skills
   d. Conflict management

   ANS: B DIF: 3 REF: 38

8. Scope of practice for massage therapy includes
   a. sound, scientifically proven cures for certain specific ailments.
   b. therapeutic effects on the respiratory system.
   c. relief from sexual tension or malfunction.
   d. nutritional counseling.

   ANS: B DIF: 2 REF: 45

9. Which statement accurately describes scope of practice for therapeutic massage?
   a. Wellness massage practitioners can work with sick or injured people without direct supervision by a physician, nurse, or physical therapist.
   b. A massage practitioner cannot work with dysfunctional and complex postural patterns.
   c. Massage therapists/practitioners can work autonomously with clients focusing on wellness and quality of life goals.
   d. A wellness massage technician's level of skill and training can be compared to that of a licensed electrician.

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ANS: C DIF: 3 REF: 43-44

10. A massage therapist is planning to consult with an attorney to help prove to a nonpaying and litigious client (1) that the massage therapists was truthful; (2) did no harm and, in fact, prevented harm; and (3) that the treatment provided outweighed any cost or burden. The three ethical principles focusing on are
    a. respect, beneficence, and veracity.
    b. self-determination and autonomy, beneficence, and justice.
    c. veracity, nonmaleficence, and proportionality.
    d. client autonomy and self-determination, nonmaleficence, and beneficence.

    ANS: C DIF: 2 REF: 38

11. Components of ensuring informed consent include covering the
    a. goals of the therapeutic program and the risks and benefits.
    b. reporting of any inappropriate conduct from the client.
    c. prevention of transference and duel role
    d. client's contact information.

    ANS: A DIF: 2 REF: 48

12. Theo realizes that he must make a disclosure to his client. He does this by
    a. showing the client a document that authorizes Theo to perform a service because Theo has provided adequate information for the client to make an educated choice.
    b. proving his extensive education in developing, maintaining, rehabilitating, or increasing physical performance through a variety of techniques.
    c. showing on demand the type of credential required by law as a means of regulating the practice of his profession.
    d. acknowledging and informing the client of a situation that interferes with Theo's professional relationship with the client.

    ANS: D DIF: 3 REF: 48

13. Which massage client may be least likely to be able to provide informed consent?
    a. One who is in her final trimester of pregnancy, and says she is just exhausted
    b. A retired farmer who still drives into town to the clinic, even though he has received two parking tickets
    c. One who was in a motorcycle accident, and now communicates using a computerized keyboard
    d. One who is severely depressed and whose son has scheduled her appointment

    ANS: D DIF: 2 REF: 48-49

14. Reciprocity means that
    a. massage therapists can use the barter system for services.
    b. a location accepts the massage therapy license from another location.
    c. massage therapists are exempt from taxes when they move to a new location.
    d. scope of practice changes from one location to the next.

    ANS: B DIF: 3 REF: 76

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15. A recent graduate of massage training is creating a continuing education plan. He or she enjoys the sciences and is intrigued by the physical benefits of massage and is also drawn to the self-regulatory approaches. The plan that would best fit these areas of interest would include classes that
    a. target the geriatric and hospice population.
    b. target reflexology.
    c. involve research in sport performance.
    d. involve research in body-mind healing.

    ANS: D DIF: 3 REF: 46

16. A recent graduate of massage training has shown skill in working with chronic pain management and is considering various work environments. Which setting would *best* use the skill of this massage professional?
    a. A salon specializing in wraps and scrubs
    b. Cosmetology office
    c. Sports rehabilitation clinic
    d. Dermatology practice

    ANS: C DIF: 3 REF: 41

17. Because of greater family commitments, a massage professional is experiencing an increase in stress response, including fatigue and restless sleep. If unable to manage the stress and maintain professionalism, this massage therapist's regular clients may experience the session as
    a. decreasing in empathy and becoming more mechanical.
    b. increasing in pressure with techniques applied more actively.
    c. feeling more relaxed and focused.
    d. being the same they have always been.

    ANS: A DIF: 3 REF: 41

18. A massage practitioner with 2 years of professional experience is experiencing some professional burnout and a sense of being overwhelmed. This individual also feels isolated and would like to interact with others dealing with the same issues. What should he or she seek?
    a. Peer support
    b. Mentoring
    c. Supervision
    d. Counseling

    ANS: A DIF: 2 REF: 38

19. An experienced massage therapist is supervising a new massage graduate at a wellness center that serves a mixed client base. The new graduate seems unsure of skills and body mechanics are not efficient. Until this novice gains more experience, the supervising massage therapist will be scheduling only certain types of clients with the recent massage graduate. Which standard of practice is the supervising massage therapist following?
    a. Avoid false claims about massage benefit.
    b. Maintain accurate client records.
    c. Provide a safe and sanitary environment.

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d. Practice only those techniques for which one is adequately trained.

ANS: D DIF: 3 REF: 38-39

20. A client is upset that a massage professional who used to charge $50 per hour session is now charging $55 per hour session. What type of conflict does this involve?
a. Value
b. Interest
c. Data
d. Relationship

ANS: A DIF: 2 REF: 71

21. Ms. Hill is becoming increasingly uncomfortable with the massage therapist she has been seeing for a low back issue. Initially, the sessions were both enjoyable and effective, but the last three sessions have become tedious because the massage therapist keeps discussing various alternative therapies for low back care and asking whether Ms. Hill has followed up on any of the areas discussed. Ms. Hill is not interested in unfamiliar massage modalities and chiropractic care, and she has said this to the massage therapist, but the lecturing on other modalities continues. This situation may be an example of
a. confidentiality.
b. transference.
c. countertransference.
d. right of refusal.

ANS: C DIF: 3 REF: 58

22. A massage therapist is having difficulty with clients chatting and lingering after the massage, and this is straining their schedule. The most likely cause is the massage therapist's
a. body language.
b. conflict management skills.
c. dual-role capability.
d. inability to set boundaries.

ANS: D DIF: 2 REF: 56

23. The owner of a wellness center has noticed that the turnover in newly hired massage therapists has increased since he hired a new supervisor. During discussion with the supervisor, he is informed that the new hires refuse to follow the supervisor's instructions and do what they are told. What form of conflict management style is this supervisor using?
a. Smoothing over
b. Negotiation
c. Collaboration
d. Dominance

ANS: D DIF: 3 REF: 72

24. A fitness center that employs six massage therapists expanded its facilities six months ago. The massage group has approached the owner four times to tell him/her that the massage area needed more soundproofing because conversations from the weight room can be heard inside the treatment rooms. Each time the owner smiles and nods, and says he/she will look into it, but nothing has been done. What way of dealing with conflict is the owner using?

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a. Collaboration
b. Suppression
c. Dominance
d. Compromise

ANS: B DIF: 2 REF: 72

25. A massage therapist is preparing to meet with a first-time client who was booked by the receptionist. When the client arrives, the therapist is dismayed to see that the client uses a wheelchair and the business location is not in compliance with ramp access. What part of the problem-solving method would now help best work with the client?
a. Fact gathering
b. Brainstorming possibilities
c. Logical outcomes
d. People's feelings

ANS: B DIF: 2 REF: 66

26. A massage therapist has been providing information about nutritional supplements during the massage. Which potential problem does this describe?
a. Scope-of-practice violation
b. Reciprocity issue
c. Intimacy concern
d. Confidentiality breach

ANS: A DIF: 2 REF: 63

27. A massage therapist is being accused of malpractice. It appears that the case will proceed to trial. Two instructors from the massage school in the area have been asked to testify about the proper practice of massage. What are the instructors called?
a. Fact witnesses
b. Plaintiffs
c. Expert witnesses
d. Defense witnesses

ANS: C DIF: 2 REF: 78

28. Which treatment aspect is most directly used to devise an initial treatment plan?
a. Informed consent
b. Needs assessment
c. Confidentiality policy
d. Chain of trust

ANS: B DIF: 1 REF: 49

29. A personal space that exists within an arm's-length perimeter is a
a. boundary.
b. border line.
c. limit.
d. caution line.

ANS: A DIF: 1 REF: 55

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30. Which process is voluntary and requires taking qualification exams provided by designated credentialing organizations?
    a. Accreditation
    b. Internship
    c. Authorization
    d. Certification

    ANS: D DIF: 1 REF: 75

31. Respect for the privacy of information is called
    a. secrecy.
    b. disclosure.
    c. confidentiality.
    d. noncompliance.

    ANS: C DIF: 1 REF: 49

32. A struggle between two parties who perceive incompatible goals, scarce resources, and/or interference from the other party in achieving their goals is called a
    a. battle.
    b. conflict.
    c. problem.
    d. difficulty.

    ANS: B DIF: 1 REF: 70

33. Which term means a situation in which the massage therapist is unable to separate the therapeutic relationship from personal feelings for and expectations of the client?
    a. Personal expectation
    b. Personification
    c. Transference
    d. Countertransference

    ANS: D DIF: 1 REF: 58

34. Lisa, Jim, and Vanessa work together at a spa that targets sports and fitness protocols. Lisa and the head of personal training have had ongoing disagreements and recently had a fight that resulted in both being reprimanded by the spa manager. The next week, four new clients hinted to Lisa that they would provide a large tip if she would perform a particular sex act. Lisa was appalled and began to suspect that something was causing this type of behavior in clients because sexual behavior had never been a major problem. She discussed the matter with Jim and Vanessa. Jim said that he had just heard in the locker room that the personal trainer was telling people that Lisa would give “extras” during the massage if a big tip was offered. Jim was planning to tell Lisa, but she came to them first. Because Jim’s information was hearsay, Lisa needed more concrete information before she could take action. She asked one of the clients where he got his information about her, and he disclosed that the head personal trainer told him. What is this situation called?
    a. Invasion of privacy
    b. Defamation of character
    c. Malpractice
    d. Litigation

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ANS: B DIF: 3 REF: 78

35. Any type of sexual activity that occurs between the professional and the client is called
    a. intimacy.
    b. sexual misconduct.
    c. sexuality.
    d. essential touch.

    ANS: B DIF: 1 REF: 61

36. Acknowledging and informing the client of any situation that interferes with or affects the professional relationship is called
    a. breach of confidentiality.
    b. disclosure.
    c. communication of information.
    d. verification.

    ANS: B DIF: 2 REF: 56

37. Which term means an overlap in the scope of practice in which a professional provides support in more than one area of expertise?
    a. Transference
    b. Countertransference
    c. Scope of education
    d. Dual role

    ANS: D DIF: 1 REF: 59

38. Vital, fundamental, and primary touch that is crucial to well-being is called
    a. manipulative.
    b. palliative.
    c. essential.
    d. therapeutic.

    ANS: C DIF: 1 REF: 60

39. Right and correct conduct that is based on moral and cultural standards as defined by the society in which we live is considered
    a. ethical behavior.
    b. radical behavior.
    c. informed consent.
    d. standards of practice.

    ANS: A DIF: 1 REF: 37

40. The application of culturally accepted principles and professional skills to determine appropriate behavior and resolve dilemmas is called
    a. cognitive application.
    b. ethical decision-making.
    c. metacognition.
    d. clinical reasoning.

    ANS: B DIF: 1 REF: 37

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41. Which term means the science or study of morals, values, or principles, including ideals of autonomy, beneficence, and justice, and principles of right and good conduct?
    a. Morality
    b. Professionalism
    c. Ethics
    d. Behavior

    ANS: C DIF: 1 REF: 37

42. Career support given by someone more experienced is called
    a. mentoring.
    b. consulting.
    c. transference.
    d. countertransference.

    ANS: A DIF: 1 REF: 37

43. A recent massage training graduate has been working for 3 months and would love to share ideas with other massage therapists. What would this sharing be called?
    a. Dual roles
    b. Informed consent
    c. Peer support
    d. Therapeutic relationship

    ANS: C DIF: 1 REF: 37

44. A massage therapist has been working for a physical therapy clinic for 10 years. The head physical therapist would like to expand the massage program and asks the massage therapist to be available for consulting and advising the other two massage therapists about their plans on hiring. What type of role would this be for the massage therapist?
    a. Supervisory
    b. Therapeutic
    c. Conflict of interest
    d. Mentoring

    ANS: D DIF: 2 REF: 37-38

45. Which professional characteristic would be most strongly considered by an employer when filling a massage position in a pain management clinic?
    a. Adherence to a code of ethics
    b. Membership in a professional association
    c. Orientation toward service
    d. Extensive training

    ANS: D DIF: 3 REF: 43-44

46. Which term means the knowledge base and practice parameters of a profession?
    a. Peer support
    b. Therapeutic relationship
    c. Standards of practice
    d. Scope of practice

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ANS: D DIF: 2 REF: 37

47. Which factor is a physiological mechanism for massage benefit?
    a. Sensory stimulation
    b. Dual roles
    c. Transference
    d. Boundaries

    ANS: A DIF: 2 REF: 60

48. A massage therapist has 625 hours of professional massage education plus one 24-hour continuing education class in the application of geriatric massage. She is applying for a position in a closed-head-injury rehabilitation center and feels qualified to work in that environment. The human resources personnel who conduct the interview should be concerned about her
    a. performance of wellness massage.
    b. interaction with the patients.
    c. limits within the scope of her practice.
    d. development of treatment plans for normal functioning.

    ANS: C DIF: 3 REF: 37-38

49. A client is in treatment for substance abuse and beginning to use various methods to replace the sensations of using marijuana and alcohol. Which term *best* describes the client's adaptive capacity?
    a. High
    b. Effective or good
    c. Severely limited
    d. Moderate

    ANS: C DIF: 2 REF: 37

50. Which component is part of standards of practice?
    a. Support professionals
    b. Transference
    c. Ethical behavior
    d. Record-keeping

    ANS: D DIF: 2 REF: 37

51. A client is having difficulty telling his/her massage therapist that he/she is uncomfortable with the deep pressure being applied. Which cause is most likely?
    a. Right of refusal
    b. Power differential
    c. Dual role
    d. Boundary issues

    ANS: B DIF: 3 REF: 57

52. An example of transference is a
    a. client receiving massage services coupled with a yoga program.
    b. client attempting to alter a therapist’s belief systems about nutrition.

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c. therapist receiving a gift certificate from a client.
d. therapist providing peer support to a client.

ANS: B DIF: 2 REF: 57

53. The greatest potential for boundary violations is if the client and massage therapist
a. both have teenage daughters.
b. are members of the same fitness club.
c. share the same gender identity.
d. enjoy football.

ANS: B DIF: 3 REF: 54

54. A massage therapist who chooses unattainable treatment goals for his/her clients and then becomes frustrated by their lack of progress is most likely dealing with
a. the need to be intimately connected with clients.
b. an inability to use the right of refusal.
c. the need to have the answer and struggle with status.
d. an inability to maintain a professional environment.

ANS: C DIF: 2 REF: 70

55. A massage therapist is grieving over the death of a long-term client and concerned about boundary issues. Which statement would be *best* for a mentor to say?
a. "Next time you are in this situation, makes sure to become less involved."
b. "This is a normal response for a compassionate massage practitioner."
c. "You are dealing with the need to remove pain and discomfort."
d. "Compassion is part of our profession, but it is important to avoid dual roles."

ANS: B DIF: 3 REF: 55-56

56. A massage clinic supervisor is describing a time she had to fire a massage therapist for inappropriate behavior. She describes the situation and discusses the various options she had, how she decided what to do, and how she made the decision. What did the supervisor do?
a. Effectively used the clinical reasoning model
b. Struggled with conflict management
c. Effectively maintained a value conflict
d. Did well in identifying denial and power

ANS: A DIF: 2 REF: 66

57. A massage professional is having difficulty interpreting the charting of another massage therapist. What type of conflict could arise from this?
a. I-message
b. Value
c. Interest
d. Data

ANS: D DIF: 2 REF: 71

58. Several massage students who are discussing starting a business together find their goals for the business are similar and that, even if there are differences, they are able to come to a unified decision. Which method of conflict management are they using effectively?

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a. Suppression
b. Withdrawal
c. Negotiation
d. Collaboration

ANS: D DIF: 2 REF: 72

59. A massage therapist concerned about some behaviors of a coworker would like to talk to the coworker about the situation before more formal reporting. He/she constructed a plan using the clinical reasoning model and then discussed the situation with the coworker in between clients. The outcome is less than desirable. The most likely reason could be because he/she
a. used I-messages during the conversation.
b. was in a reciprocity situation.
c. did not plan for an effective time to talk with the person.
d. created a defensive climate using suppression.

ANS: C DIF: 3 REF: 66

60. When a massage therapist moves to a different state, which factor do he/she need to investigate in order to be able to practice?
a. Formal reporting
b. Required credentials
c. HIPAA requirements
d. Minimum wage laws

ANS: B DIF: 2 REF: 74

61. Ethics are characterized as
a. dealing only with personal relationships.
b. being defined by professional organizations, not individuals.
c. concerning right and wrong judgments.
d. being the same for each person.

ANS: C DIF: 1 REF: 37-38

62. The scope of practice for massage allows
a. for the diagnosis and treatment of minor diseases.
b. for the dispensing of medicinal and nutritional advice to healthy people.
c. one level of practice in a franchise for all massage school graduates.
d. various levels of practice on the basis of educational and training requirements.

ANS: D DIF: 1 REF: 42

63. The purpose of a code of ethics is to
a. determine policy for resolving ethical dilemmas.
b. help professionals make ethical decisions.
c. identify personal values.
d. provide standards of practice measurement criteria.

ANS: B DIF: 1 REF: 38

64. Informed consent is characterized as
a. being the responsibility of the client to ask questions regarding quality of care.

b. being necessary in licensed states to protect the public's health, welfare, and safety.
c. providing the client with skills to perform appropriate self-help techniques.
d. providing the client with sufficient information to be able to understand the massage process.

ANS: D DIF: 1 REF: 48

65. A professional boundary defines
a. personal, physical, and emotional space within the therapeutic relationship.
b. only the space of the client in the therapeutic relationship.
c. financial and legal responsibilities of a practice.
d. the limits of scope of practice in legislation.

ANS: A DIF: 1 REF: 55

66. Countertransference involves
a. personalization of the therapeutic relationship by the client.
b. obtaining informed consent.
c. personalization of the therapeutic relationship by the therapist.
d. objectifying the client's therapeutic goals.

ANS: C DIF: 1 REF: 58

67. An ethical decision-making process includes consideration of
a. facts, possibilities, logical consequences, and impact on people.
b. facts, possibilities, informed consent, and impact on people.
c. brainstorming, supervision, investigating pros and cons, and treatment outcomes.
d. facts, possibilities, logical consequences, and impact on the client.

ANS: A DIF: 1 REF: 65

68. An I-message includes which components?
a. Description of the problem and implementation plans
b. Facts, impact on people, logical cause and effect, and possibilities
c. Effective listening, open-ended questioning, brainstorming possibilities, and analysis of facts
d. Visual, auditory, and kinesthetic presentation

ANS: B DIF: 1 REF: 69

69. A description of credentials is that they
a. are developed only by legislative bodies.
b. protect the public's health, welfare, and safety.
c. are legal documents.
d. verify a certain level of expertise in a given skill.

ANS: D DIF: 1 REF: 75

70. Making decisions about what massage approaches to use based on available current, valid, and relevant data is the definition of what type of massage practice?
a. Independent
b. Franchise-based

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c. Evidence-informed
d. Wellness

ANS: C DIF: 1 REF: 47

71. To be “research literate,” it is necessary to be able to
a. find, read, and analyze studies.
b. determine limits of scope of practice.
c. conduct experiments in a laboratory setting.
d. locate scientific articles and read them.

ANS: A DIF: 1 REF: 47

72. Using knowledge, experience, and the opinion of colleagues and other professionals is called
a. evidence-informed practice.
b. the scientific method.
c. ethical decision-making.
d. standards of care.

ANS: A DIF: 1 REF: 47

73. The assessment and treatment process that a massage therapist should follow for a certain type of clinical circumstance performed at the level at which similarly qualified practitioners manage the clients’ care under the same or similar circumstances is called
a. evidence-informed practice.
b. scientific method.
c. ethical decision-making.
d. standards of care.

ANS: D DIF: 1 REF: 48

74. Ensuring a third party to whom patient/client data are passed can guarantee they will maintain data integrity and confidentiality is called
a. chain of trust.
b. data storage.
c. evidence based.
d. practice standards.

ANS: A DIF: 1 REF: 53

75. HIPAA security procedures include
a. obtaining written consent from the client for email communication that specifically relates to health records.
b. having verbal authorization from the client to discuss medical information with a third party.
c. leaving client files where they are accessible by unauthorized individuals.
d. using appointment books or practice management software to post a daily schedule in public view.

ANS: A DIF: 1 REF: 53-54

76. When are clients informed about confidentiality procedures regarding professional exemptions?

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a. During the post assessment
b. At the time of court-ordered request
c. When obtaining a release of information permission
d. At initial informed consent procedures

ANS: D DIF: 1 REF: 51

77. Which action puts client confidentiality at risk?
a. Computer password protected
b. Client files on the desk
c. Locked file cabinet
d. Private office for business activities

ANS: B DIF: 2 REF: 49

78. A massage therapist who works with six other massage therapists at a wellness center has observed two of the massage therapists discussing one of the client's pending divorce. Which concept is the unethical conduct identified by the massage therapist?
a. Breach of confidentiality
b. Sexual inappropriateness
c. HIPAA violation
d. Breach of scope of practice

ANS: A DIF: 2 REF: 49-50

79. A massage therapist is concerned about a colleague who has had a client disclose a concern about elder abuse during the massage. The colleague has not reported the situation to the supervisor or appropriate authorities. Which action is the most appropriate to perform first?
a. Report the potential concern to the authorities and then discuss the situation with the colleague.
b. Report the colleague to the supervisor.
c. Talk privately with the colleague about the necessity to report suspected bodily harm.
d. Watch and wait to see if the colleague eventually reports the suspected abuse before taking any action.

ANS: C DIF: 2 REF: 77

80. A massage therapist is concerned about the professional appearance of a newly employed colleague; in particular, the new massage therapist has unusual streaks of color in his or her hair. How should the massage therapist proceed?
a. Use self-reflection to determine if this situation is a breach in ethical behavior.
b. Report to the supervisor the concerns.
c. Send an email to the colleague explaining the situation.
d. Discuss the concerns with fellow colleague and then all together discuss the situation with the new employee.

ANS: A DIF: 2 REF: 77

81. HIPAA defines protected health information (PHI) as
a. a method used to secure the client's files.
b. the process for management of a client's records.

c. as confidential, personal, identifiable health information.
d. use of the client's information.

ANS: C DIF: 2 REF: 53

82. Which feature differentiates a profession from a job?
a. Having to arrive at work on time
b. Being part of the service industry
c. Having extensive training
d. Being legally recognized through licensure

ANS: D DIF: 2 REF: 74-75

83. What term *best* describes what and how well a professional is expected to perform and is the foundation of competency-based education?
a. Standards of practice
b. Practice objectives
c. Professional etiquette
d. Scope of practice

ANS: A DIF: 2 REF: 38

84. The feature that makes professional relationships unique is that they
a. are mutually beneficial.
b. require empathy and commitment.
c. exchange money for service.
d. are based on emotional bonds.

ANS: C DIF: 2 REF: 49

85. Which approach contributes to a successful professional relationship?
a. Always voicing personal opinions
b. Realizing complaints are only clients' opinions
c. Giving clients only the services paid for
d. Being reliable and trustworthy

ANS: D DIF: 2 REF: 49

86. Which action would most likely inhibit a practitioner's ability to create client retention?
a. Remembering that clients have choices
b. Deciding for clients what type of treatment is best for them
c. Realizing that continual self-evaluation is important
d. Being willing to build long-term relationships

ANS: B DIF: 2 REF: 49

87. Absorbing what has been said, thinking about it, and paraphrasing the content of the message describes which process?
a. Client-centered therapy
b. I-type messages
c. Reflective listening
d. Client retention

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ANS: C DIF: 1 REF: 67-68

88. Which attribute is a component of reflective listening?
    a. Empathy
    b. Congruence
    c. Acceptance
    d. All of the above

ANS: D DIF: 1 REF: 67-68

89. What term describes the outlined knowledge base and procedural parameters of a profession?
    a. Occupational definition
    b. Scope of practice
    c. Operational plan
    d. Service guidelines

ANS: B DIF: 2 REF: 40

90. Which approach is within the scope of practice for massage therapy?
    a. Performing spinal adjustments
    b. Diagnosing mental disorders
    c. Applying manual techniques to soft tissue
    d. Increasing the range of motion for hip replacement rehabilitation

ANS: C DIF: 2 REF: 44

91. Which activity promotes service?
    a. Adhering to a strict treatment schedule
    b. Endorsing massage therapy as the best type of treatment available
    c. Updating professional skills only when necessary
    d. Respecting the client's right to choose

ANS: D DIF: 2 REF: 48

92. Which action is a defense mechanism?
    a. Clear and friendly communication
    b. Reflective listening
    c. Use of sarcasm and denial
    d. Paying attention to implied outcomes

ANS: C DIF: 2 REF: 69

93. What term describes the assumption that clients know how they feel and what they want?
    a. Client-centered therapy
    b. Implied outcomes
    c. Stated outcomes
    d. Clients' rights

ANS: A DIF: 2 REF: 47

94. What is a barrier to communication?
    a. Reflective listening
    b. Making decisions based on clients' appearances

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c. Focusing exclusively on the client
d. Being unaware of the importance of the message

ANS: D DIF: 1 REF: 74

95. Which nonverbal behavior most likely expresses embarrassment?
a. Resting the hand on the shoulder of another person
b. Buttoning up a sweater
c. Soft hands
d. A firm handshake

ANS: B DIF: 2 REF: 73

96. If a client makes inappropriate sexual comments to a massage therapist, what should the massage therapist do?
a. Immediately report the incident to the police since this is solicitation
b. Refer the client to another practitioner who is the same gender
c. Leave the massage session, report the incident to a supervisor, and document it
d. Ignore the remarks while completing the treatment

ANS: C DIF: 2 REF: 62

97. Which method is key for informing clients about how a massage business is conducted?
a. Policy and procedures brochure
b. Posting the list of clients' rights
c. An appealing reception room
d. Paying attention to professional etiquette

ANS: A DIF: 2 REF: 49

98. What is the legal purpose of scope of practice?
a. Delineate codes of ethics
b. Establish education, credentialing, and licensure requirements for practitioners
c. Create zoning laws
d. Determine voluntary standards for the delivery of treatments

ANS: B DIF: 2 REF: 42

99. Failure to observe a client's reaction to the treatment being performed and taking appropriate action is an example of which concept?
a. Invasion of privacy
b. Fraud
c. Defamation of character
d. Malpractice

ANS: D DIF: 2 REF: 78

100. What should a massage therapist who works in a hospital setting do if he or she accidentally gains access on the computer to unauthorized or confidential information?
a. Report the breach to the appropriate supervisor.
b. Exit the file and tell no one.
c. Check to see who else has access to the information.
d. Quickly walk away from the computer.

ANS: A DIF: 2 REF: 49

101. Which document includes asking clients to complete signed authorizations before transferring massage treatment records?
a. Massage and Bodywork Licensing Examination
b. Americans with Disabilities Act
c. HIPAA regulations
d. Good Samaritan Law

ANS: C DIF: 2 REF: 51

102. Which activity on the part of a massage therapist may lead to litigation?
a. Recording inaccurate information on clients' records
b. Having the client's permission to transfer confidential information
c. Following appropriate disease-transmission regulations
d. Maintaining pertinent governmental records accurately

ANS: A DIF: 2 REF: 78

103. What is the process whereby an individual is evaluated and recognized by an outside agency for training beyond entry-level licensure requirements?
a. Accreditation
b. Ethics
c. Consent
d. Certification

ANS: D DIF: 2 REF: 75

104. Those who can give legal consent are those who are
a. minors.
b. under severe stress.
c. with diminished mental capacity.
d. fully informed.

ANS: D DIF: 2 REF: 48

105. Which question should a massage therapist consider when making an ethical decision?
a. Am I competent to perform the treatment on the client?
b. How should I ask the client for payment?
c. Should I let the client know what techniques I will be using?
d. Can I charge more for going beyond my scope of practice?

ANS: A DIF: 2 REF: 65

106. Which action is an implied duty owed by a client to a massage therapist?
a. Answering questions on the health history form accurately
b. Obtaining informed consent before the treatment
c. Asking about progress from the treatments
d. Making sure information is kept confidential

ANS: A DIF: 2 REF: 66

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107. A client was unhappy with the massage and reported to the receptionist that the massage therapist talked too much and that too much lotion was used. The client wanted his or her money returned, but the receptionist did not know how to handle the situation. What type of policy in the policy and procedures brochure would have helped the receptionist handle this difficult situation?
    a. Recourse
    b. Quality assurance
    c. First-time client orientation
    d. Hygiene

    ANS: A DIF: 2 REF: 49

108. A massage franchise owner with a large massage therapy staff is attending a conference. The owner is concentrating on client retention and is attending programs that address the topic. A couple of things learned are to greet clients by their names and to reduce the wait time for the massage. What is the category of topic of the programs?
    a. Communication
    b. Body language
    c. Customer service
    d. Client's rights

    ANS: C DIF: 2 REF: 39

109. During the lecture in the professional development class, the instructor discussed the massage practice act, professional organizations and their codes of ethics and standards of practice, certification, professional insurance, negligence, malpractice, and the Good Samaritan Law. Questions posed by students included legal mandates to comply with the Americans with Disabilities Act, employment contracts, and fraud regulations. One of the students is particularly interested in receiving insurance reimbursement for massage services and indicates that they have found a doctor who will bill insurance for them even though they plan on working from home. The instructor is concerned. What term describes involvement with such activities?
    a. Third-party reimbursement
    b. Breach of contract
    c. Fraud
    d. Negligence

    ANS: C DIF: 3 REF: 78