Todays Medical Assistant 5th edition Bonewit-West Test Bank

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Test Bank - Chapter 01

Q: Why is Hippocrates often called the father of Western Medicine?

A. He believed that disease was caused by physical and environmental factors that could be studied. (Correct)
B. He developed “medications” from plant and animal sources to treat certain diseases.
C. He created a medical school using a model that resembles modern medical schools.
D. His students swore an oath called the *Hippocratic Oath*, which is still recited by graduating physicians.

Q: What is the name for treatment that reduces symptoms of a disease, but does not cure the disease?

A. Definitive
B. Palliative (Correct)
C. Holistic
D. Empirical

Q: When a patient comes to the office for care and then leaves and goes home, what type of care has the patient received?

A. Clinic
B. Extended
C. Managed
D. Ambulatory (Correct)

Q: What type of insurance plan pays a physician separately for each procedure that was performed?

A. Government insurance
B. Capitation insurance
C. Fee-for-service insurance (Correct)
D. Managed care insurance

Q: Which of the following facilities now functions *primarily* to provide acute care and diagnostic services?

A. Clinic
B. Hospital (Correct)
C. Physician’s office
D. Skilled nursing facility/nursing home

Q: What is a system by which a person (or the person’s employer) pays an insurance company a yearly amount of money in exchange for the insurance company’s paying some or most of the person’s medical expenses for that year?

A. Life insurance
B. Health insurance (Correct)
C. Capitation
D. Formulary

Q: What trend in modern medicine encourages patients to become more responsible for their own care?

A. Taking active steps to avoid duplication of services and medical errors
B. Identifying all patients with name and date of birth before providing service
C. Coaching patients to make dietary changes, stop smoking, and exercise (Correct)
D. Treating conditions as outpatients to avoid hospitalization

Q: The insurance plan called _____ is designed to provide health insurance for low-income people.

A. Medicaid (Correct)
B. Medicare
C. Social Security
D. TRICARE

Q: What is the federal insurance plan that provides health insurance for the elderly, the disabled, and those with end-stage kidney disease?

A. Medicaid
B. Medicare (Correct)
C. TRICARE
D. Managed Care

Q: What is the current name for the health insurance plan for dependent spouses and children of active-duty military personnel?

A. Medicaid
B. Medicare
C. TRICARE (Correct)
D. CHAMPVA

Q: What type of health care encourages regular checkups, immunizations, and well-child visits?

A. Acute care
B. Conservative care
C. Diagnostic care
D. Routine care (Correct)

Q: What is utilization review?

A. A process to determine whether health care is medically necessary (Correct)
B. A means to determine how much patients should pay for insurance
C. Collection of statistics about the number of cases of specific diseases
D. The systematic study of surgical techniques

Q: Which of the following was included in the original model for health maintenance organizations (HMOs)?

A. A network of physicians in the community
B. Payment only for visits resulting from illness or disease
C. Full-service clinics in which the physicians were employees (Correct)
D. Allowing patient to obtain services at all hospitals in a given geographic area

Q: What is it called when a physician receives one monthly fee from the insurance company for each subscriber in his or her practice?

A. Fee-for-service
B. Indemnity
C. Incentive reimbursement
D. Capitation (Correct)

Q: What is the name for an insurance plan's list of approved medications?

A. Formulary (Correct)
B. Prescription
C. Premium
D. Generic

Q: Which of the following occurs first when a patient is seen in the medical office?

A. Laboratory testing
B. Examination by the physician (Correct)
C. Referral
D. Instructions for follow-up care

Q: When does a physician participate in a residency program?

A. After completing medical school (Correct)
B. Immediately after completing 4 years of college (bachelor's degree)
C. Only after becoming board-certified
D. At any time when it is convenient during his or her training

Q: Which of the following health professionals can manage routine patient care?

A. Physician
B. Nurse practitioner
C. Physician assistant
D. All are correct (Correct)

Q: What examination must a physician pass in order to obtain a state license to practice medicine?

A. National Medical Licensing Examination (NMLE)
B. National Board Certification Examination (NBCE)
C. Physician Licensing Examination (PLE)
D. United States Medical Licensing Examination (USMLE) (Correct)

Q: Which of the following is an important part of effective teamwork for the medical assistant?

A. Discussing a patient's symptoms with the physician before he or she makes a diagnosis
B. Pointing out the mistakes of others whenever he or she notices them
C. Communicating well with all staff in the medical office (Correct)
D. Deciding what diagnostic tests each patient needs

Q: Why should doorways in the medical office be at least 3-feet wide?

A. This is required for employee safety by OSHA (Occupational Safety and Health Administration).
B. This is required by the Americans with Disabilities Act so that patients in wheelchairs have access. (Correct)
C. This is required by the Clinical Laboratory Improvement Act (CLIA '88).
D. This is the minimum size requirement of most local boards of health.

Q: Which of the following are *not* usually found in the waiting room of a physician's office?

A. Toys for children to play with
B. Current magazines and/or brochures
C. Patient gowns and drapes (Correct)
D. Chairs for patients and family members

Q: Which activities occur at the patient check-in window or counter?

A. Patients hand in new patient information forms and health insurance cards. (Correct)
B. Patients describe their chief complaint and medical history.
C. A patient's height, weight, and blood pressure are measured.
D. All are correct.

Q: Which law or government agency is primarily responsible for the regulation of laboratories and laboratory tests?

A. Americans with Disabilities Act
B. Clinical Laboratory Improvement Act (CLIA '88) (Correct)
C. State Medical Practice Act
D. Centers for Medicare and Medicaid Services (CMS)

Q: If the office uses paper medical records, where are medical records of patients who have been seen within the past year usually stored?

A. In a medical records area near the reception area (Correct)
B. In the basement of the medical office building
C. In an off-site medical record storage area that is within 2 miles of the office
D. In a special medical records area of the nearest local hospital

Q: Where is patient billing usually performed?

A. Almost all medical offices perform billing in a billing area within the office.
B. Almost all medical offices have their billing performed at the nearest local hospital.
C. Billing may be done in an individual office, in a centralized location for several offices, or by a private billing service. (Correct)
D. Billing is almost always performed by an outside agency located in another state or country.

Q: Which of the following areas is found in almost every medical office?

A. Surgical procedure room
B. Trauma room
C. Diagnostic testing room
D. Examination room (Correct)

Q: Which of the following best describes family medicine?

A. Provides general medical care of children, adolescents, and adults. (Correct)
B. Treats patients for emergency conditions.
C. Provides medical treatment to adults for conditions of various body systems.
D. Specializes in the care of children and adolescents.

Q: What type of medical care is provided in a patient-centered medical home (PCMH)?

A. Coordinated primary care (Correct)
B. Acute inpatient care
C. Long-term residential care
D. Emergency and urgent care

Q: Which type of primary care seeks to balance the structure and function of the body through manipulation of muscles and joints?

A. Podiatry
B. Osteopathy (Correct)
C. Pediatrics
D. Gynecology

Q: Which of the following types of medical practice might include a pediatrician, an internist, a dermatologist, an allergist, a neurologist, and a general surgeon?

A. Solo practice
B. Family practice
C. Closed-panel health maintenance organization (HMO) (Correct)
D. Dermatology group practice

Q: Traditionally, what distinguished a clinic from other types of medical offices?

A. Care was free or very low cost. (Correct)
B. A clinic was run by the federal government.
C. Physicians shared equipment and personnel.
D. Each physician saw only his or her own patients.

Q: Which of the following might be studied scientifically by the National Center for Complementary and Integrative Health?

A. Acupuncture
B. Biofeedback
C. Massage therapy
D. All are correct (Correct)

Q: Most physician assistant programs award a master's degree.

A. True (Correct)
B. False

Q: A medical assistant's scope of practice is strictly defined by federal law.

A. True
B. False (Correct)

Q: A medical assistant should avoid giving medical advice to patients unless following specific guidelines established by the physician.

A. True (Correct)
B. False

Q: *Complementary medicine* refers to medical treatments that patients use in addition to standard medical treatments.

A. True (Correct)
B. False

Video Evaluations - Chapter 17

Q: OSHA stands for the Occupational Safety and Health Administration.

A. True (Correct)
B. False

Q: The OSHA Standard consists of regulations designed to prevent the risk of exposure to infectious diseases.

A. True
B. False (Correct)

Q: Other potentially infections materials include tears and sweat.

A. True
B. False (Correct)

Q: The Exposure Control Plan spells out the protective control measures that must be followed to eliminate or minimize employee exposure to bloodborne pathogens and other potentially infectious materials.

A. True (Correct)
B. False

Q: OSHA training must be provided to employees when they initially begin working and at least annually thereafter.

A. True (Correct)
B. False

Q: The Exposure Control Plan must be updated every 2 years.

A. True
B. False (Correct)

Q: Engineering controls include safer medical devices and biohazard sharps containers.

A. True (Correct)
B. False

Q: Biohazard containers must be properly labeled with the biohazard symbol and must be available and accessible.

A. True (Correct)
B. False

Q: Work practice controls reduce the likelihood of exposure by altering the manner in which the technique is performed.

A. True (Correct)
B. False

Todays Medical Assistant 5th edition Bonewit-West Test Bank

Q: If your hands or other skin surfaces come in contact with blood or other potentially infectious material, immediately wash the area thoroughly with soap and water.

A. True (Correct)
B. False

Q: Food or drink can be stored in refrigerators, freezers, or cabinets, or on countertops where blood or other potentially infectious materials are present.

A. True
B. False (Correct)

Q: The first step to take if you are exposed to blood or other potentially infectious materials is to report the incident to your physician-employer.

A. True (Correct)
B. False

Q: Personal protective equipment is clothing or equipment that protects an individual from contact with blood or other potentially infectious materials.

A. True (Correct)
B. False

Q: Wear gloves when it is reasonably anticipated that your hands will have contact with blood and other potentially infectious materials.

A. True (Correct)
B. False

Q: Standard prescription eyeglasses are an example of personal protective equipment.

A. True
B. False (Correct)

Q: All personal protective equipment must be removed before leaving the office.

A. True (Correct)
B. False

Q: For the decontamination of blood spills, OSHA recommends the use of a 10% solution of household bleach in water.

A. True (Correct)
B. False

Q: Biohazard sharps containers must be located as close and possible to the area of use.

A. True (Correct)
B. False

Q: It is recommended that sharps containers be replaced when they are half-full.

A. True
B. False (Correct)

Q: Employees who decline the hepatitis B vaccination must sign a hepatitis B waiver form documenting their refusal.

A. True (Correct)
B. False

Q: Resident florae are microorganisms that are picked up on the hands during your daily activities.

A. True
B. False (Correct)

Q: Transient florae are usually nonpathogenic and are attached loosely to your skin.

A. True
B. False (Correct)

Q: Transient flora can easily be removed by proper handwashing.

A. True (Correct)
B. False

Q: Handwashing is recommended when there is visible dirt on the hands.

A. True (Correct)
B. False

Q: Washing with a detergent soap breaks down and emulsifies dirt and oil on the skin.

A. True (Correct)
B. False

Q: You need to perform an antiseptic hand wash when you take a patient's pulse.

A. True
B. False (Correct)

Q: The faucets are usually the cleanest part of the sink.

A. True
B. False (Correct)

Q: Your hands will become dry and chapped if the water is hot or too cold.

A. True (Correct)
B. False

Q: Holding your arms in a downward position carries dirt away from your body and not up your arm.

A. True (Correct)
B. False

Q: Clean your fingernails with a manicure stick at least once each week.

A. True

B. False (Correct)

Q: Keep your fingernails short and avoid wearing artificial nails, which can trap dirt and microorganisms.

A. True (Correct)
B. False

Q: Dry your hands gently and thoroughly with a paper towel to prevent chapping of the hands.

A. True (Correct)
B. False

Q: Alcohol-based hand rubs contain chlorine bleach, which is effective in removing transient flora from the hands.

A. True
B. False (Correct)

Q: Handwashing must be performed when you first arrive at the medical office to start your day, before eating, after using the restroom, and if your hands are visibly soiled.

A. True (Correct)
B. False

Q: Hand rubs can sting if you have a cut or abrasion.

A. True (Correct)
B. False

Q: After cleaning your hands 5 to 10 times with a hand rub, a buildup of emollients may occur, which can easily be removed by washing your hands with soap and water.

A. True (Correct)
B. False

Q: Microorganisms can lodge in the crevices and grooves of rings.

A. True (Correct)
B. False

Q: If you apply more than the recommended amount of hand rub, it will take a lot longer for your hands to dry.

A. True (Correct)
B. False

Q: If you do not completely cover all surfaces of your hands with the hand rub, the parts not covered will remain contaminated.

A. True (Correct)
B. False

Q: It should take about 2 minutes for your hands to dry if you have applied the correct amount of hand rub.

A. True
B. False (Correct)

Q: After applying a hand rub, your hands should be allowed to dry completely before you touch anything.

A. True (Correct)
B. False

Q: OSHA requires that you wear gloves when it is anticipated that your hands will have contact with intact skin.

A. True
B. False (Correct)

Q: OSHA requires that you wear gloves when it is anticipated that your hands will have contact with mucous membranes.

A. True (Correct)
B. False

Q: Clean gloves reduce contamination from your hands by 20%.

A. True
B. False (Correct)

Q: Wearing gloves helps to protect you and your patients from infection.

A. True (Correct)
B. False

Q: It is important to change your gloves before and after each patient to prevent the spread of infection from one patient to next.

A. True (Correct)
B. False

Q: Rings can cause tears in your gloves.

A. True (Correct)
B. False

Q: The warm, dark, moist environment inside of a glove works to destroy microorganisms.

A. True
B. False (Correct)

Q: If your gloves are too small, they may rip as you are applying them.

A. True (Correct)
B. False

Q: If your gloves are too large, you may find it difficult to perform your tasks.

A. True (Correct)

B. False

Q: If you see a tear in one glove, remove both gloves, throw them away, and apply a new pair of gloves.

A. True
B. False (Correct)

Q: Used gloves are considered clean.

A. True
B. False (Correct)

Q: It is important to remove gloves in a way that does not contaminate your clean hands. This protects you from being infected with a pathogen.

A. True (Correct)
B. False

Q: If one of your gloves has blood or infectious materials on it, you should remove that glove last.

A. True
B. False (Correct)

Q: If your gloves are visibly contaminated with blood or other potentially infectious materials, they must be discarded in a biohazard sharps container.

A. True
B. False (Correct)

Q: If your gloves are not visibly contaminated, they can be discarded in a regular waste container.

A. True (Correct)
B. False

Apply Your Knowledge - Chapter 01

Q: Because Aida Reyes works in a solo medical practice, what can we assume about her job responsibilities?

A. She has clinical, administrative, and managerial responsibilities (Correct)
B. She reports to an office manager
C. She is only responsible for clinical medical assisting
D. She spends most of the day sitting at the front desk

Q: Because Aida works for a primary care physician, what types of patients are seen in her office?

A. Adults
B. Children
C. Individuals older than 60
D. All are correct (Correct)

Q: To which kind of specialist would Aida's physician employer refer a patient with urinary problems?

A. Urologist (Correct)
B. Cardiologist
C. General surgeon
D. Pediatrician

Q: If a new patient who is 76 years old calls for an appointment, what type of insurance would Aida expect the patient to have?

A. Medicaid
B. Medicare (Correct)
C. TRICARE
D. Private insurance

Q: What type of care do patients receive in the office where Aida works?

A. Surgical
B. Inpatient
C. Ambulatory (Correct)
D. Rehabilitation

Q: What term is used for treatments that are used in addition to standard medical care?

A. Traditional medicine
B. Alternative medicine
C. Experimental medicine
D. Complementary medicine (Correct)

Q: What kind of practitioner might Aida's physician employer suggest for a diabetic patient with foot problems?

A. Osteopath
B. Podiatrist (Correct)

Todays Medical Assistant 5th edition Bonewit-West Test Bank

C. Chiropractor
D. Ophthalmologist

Q: Which professional could be hired to manage routine patient care for a case load of patients in Aida's office?

A. Nurse practitioner (NP) (Correct)
B. Registered nurse (RN)
C. Practical nurse (LPN or LVN)
D. Occupational therapist (OT)

Q: The physician Aida works for is board- certified in family medicine. What does this mean?

A. The physician is currently participating in a postgraduate training program (residency).
B. The physician passed all three parts of the U.S. Medical Licensing Examination.
C. After completing all training, including residency, the physician passed a special examination in family medicine. (Correct)
D. The physician has a state license to practice medicine.

Q: Which of the following will Aida usually do first when a patient comes to the office?

A. Prepare the patient for examination
B. Give the patient an appointment for follow-up
C. Tell the patient which diagnostic tests have been ordered and where to have them done
D. Check the patient's information and take the insurance copayment (Correct)

CCMA - Pre Test 1 - Administration

Q: A health history report is a collection of

A. subjective data. (Correct)
B. objective data.
C. uncollectable data.
D. required data.

Q: All of the following are part of diagnostic documents except

A. physical exam report. (Correct)
B. colonoscopy report.
C. electrocardiography report.
D. Holter monitor report.

Q: The physician responsible for the care of the patient during a hospital visit is known as the

A. primary physician.
B. resident.
C. attending physician. (Correct)
D. internist.

Q: The consent to treatment form should be signed prior to the procedure being performed and after

A. the procedure is scheduled.
B. all information regarding the procedure is presented to the patient. (Correct)
C. the laboratory tests are performed.
D. all history and physical information have been documented.

Q: Objective data are data which may be

A. interpreted.
B. planned.
C. described.
D. observed. (Correct)

Q: The chief complaint, present illness, past history, and family history are all parts of the patient's

A. chart. (Correct)
B. health history.
C. recording file.
D. information data base.

Q: Social history includes

A. education.
B. occupation.
C. diet.
D. All of the above (Correct)

Todays Medical Assistant 5th edition Bonewit-West Test Bank

Q: A copayment is a/an

A. percent of payment the patient is responsible for.
B. set amount required to be paid at each office visit or procedure. (Correct)
C. amount of health care debt that must be incurred prior to insurance coverage beginning.
D. percentage amount that the patient and the patient's employer must pay for each office visit.

Q: When a patient calls with a question regarding his/her medical care, the medical assistant should

A. refer the patient to provider for further information. (Correct)
B. answer the question to the best of his/her ability.
C. refer the patient to the office manager.
D. explain to the patient that the information should not be released.

Q: Appointment reminders should be performed

A. 12–24 hours prior to the appointment.
B. 24–36 hours prior to the appointment.
C. 24–48 hours prior to the appointment. (Correct)
D. 48–72 hours prior to the appointment.

Q: Time-specified scheduling is also known as

A. segmented appointment scheduling.
B. time scheduling.
C. designated appointment scheduling.
D. stream scheduling. (Correct)

Q: When a patient phones the office with an emergency, the medical assistant should

A. schedule the patient as soon as possible.
B. double book the patient immediately.
C. notify the office manager that an emergency is on the phone.
D. get pertinent patient information and call 911 for the patient. (Correct)

Q: The medical office schedule is fully booked and a patient walks in and asks to be seen. The medical assistant should

A. explain that the schedule is booked and that they could try to see the patient if he/she wanted to wait. (Correct)
B. explain that the schedule is booked and ask the patient to make an appointment.
C. ask the patient to phone for an appointment.
D. see the patient immediately as to not cause a scene in the reception area.

Q: When a patient calls for an appointment with a referral, the appointment should be made

A. after all standard appointments are filled.
B. as soon as possible. (Correct)
C. in the next few days when there is an opening.
D. tomorrow at the latest.

Q: When scheduling a diagnostic procedure for a patient the medical assistant should also

A. notify the patient's family of the diagnostic test date.
B. notify the patient's employer of the date.
C. give the patient any pre-test preparation information. (Correct)
D. notify the patient's insurance company of a scheduled test.

Q: The Nationwide Heath Information Network is developed for the

A. oversight of health care fraud.
B. national exchange of health care data. (Correct)
C. exchange of health care insurance information.
D. interchange of updated medical procedures information.

Q: When using a numeric filing system known as the terminal digit filing system the

A. final group of digits is used as the first indexing unit. (Correct)
B. first group of digits is used as the final group of indexing unit.
C. middle digits of patient information are used first.
D. terminal digit is affixed to the end of the information.

Q: After performing a laboratory test in the office the medical assistant should document the results

A. as soon as possible.
B. before beginning the next test.
C. before the end of the day.
D. immediately. (Correct)

TEACH Pretest - Chapter 01

Q: Palliative treatment attempts to reduce symptoms but does not cure disease.

A. True (Correct)
B. False

Q: In the past 30 years there has been a trend to avoid admitting patients to the hospital if possible.

A. True (Correct)
B. False

Q: The first health insurance plans in the United States were provided by the federal government.

A. True
B. False (Correct)

Q: The managed care movement has put pressure on physicians to limit time spent with individual patients.

A. True (Correct)
B. False

Q: After graduating from medical school, a physician spends 2 to 5 years in postgraduate training called an internship.

A. True
B. False (Correct)

Q: If laboratory tests are done in the medical office, there is a specific room or area set aside for this.

A. True (Correct)
B. False

Q: Some medical offices use paper medical records, but other offices store patient records electronically.

A. True (Correct)
B. False

Q: The physician who provides general medical care to an adult is usually an internist or a family practitioner.

A. True (Correct)
B. False

Q: A group practice often consists of three or four physicians in the same specialty.

A. True (Correct)
B. False

Q: In addition to standard medical treatment, only a few patients also receive treatments that can be called complementary medicine.

Todays Medical Assistant 5th edition Bonewit-West Test Bank

A. True
B. False (Correct)