Medical Office Administration 6th edition Potter Test Bank

SKU: 9780443279362-TEST-BANK

Test Bank - Chapter 01

Q1: Which of the following is not required of a medical administrative assistant?

A. Perform basic laboratory tests. (Correct)
B. Transcribe medical dictation.
C. Prepare insurance claims.
D. Record payments on account.

Rationale: Performing basic laboratory tests is a clinical duty.

Q2: All of the following are important skills for a medical administrative assistant except

A. proper written communication skills.
B. knowledge of medical terminology.
C. medical records file management.
D. all are correct (Correct)

Rationale: All answers are essential skills for a medical administrative assistant.

Q3: The professional organization for individuals involved in transcribing medical reports is the

A. AAMA.
B. AMT.
C. AHDI. (Correct)
D. AHIMA.

Rationale: The Association for Healthcare Documentation Integrity is a professional organization for medical transcriptionists.

Q4: The professional organization that administers the CPC examination is the

A. AAMA.
B. AAPC. (Correct)
C. AMT.
D. AHIMA.
E. IAAP.

Rationale: The American Academy of Professional Coders is a professional organization that administers the medical coding examination for the CPC credential.

Q5: Empathetic means

A. confidential.
B. working well in a group.
C. reliable.

D. imagining things from a patient's perspective. (Correct)

E. friendly.

Rationale: Empathy means that an individual has a deep understanding of what another individual is experiencing.

Q6: Which of the following would a medical administrative assistant probably not expect to do during a typical day in a medical office?

A. Arrange an admission to the hospital.

B. Screen telephone calls.

C. Prepare a billing statement for a patient.

D. Obtain a patient's vital signs. (Correct)

E. A medical administrative assistant would perform all of the above.

Rationale: Obtaining vital signs is a clinical duty and would not be performed by a medical administrative assistant.

Q7: All of the following are administrative duties of a medical administrative assistant except

A. perform financial and bookkeeping procedures.

B. assist the physician with examinations and procedures. (Correct)

C. prepare correspondence.

D. manage office activities.

E. verify patient registration information.

Rationale: Assisting with examinations and procedures is a clinical duty.

Q8: Which of the following is true regarding professional appearance for a medical administrative assistant?

A. Tennis shoes should be worn with a business uniform.

B. Excessive use of perfume creates a pleasant atmosphere in the office.

C. Nail polish should never be worn.

D. Jewelry and accessories should be kept to a minimum. (Correct)

Rationale: Jewelry and accessories are always best kept to a minimum so as to not interfere with job duties or not to be a hazard to a patient.

Q9: Which of the following is not part of the educational training for a career as a medical administrative assistant?

A. Coding and billing practices

B. Communication skills

C. Computer programming (Correct)

D. Anatomy, physiology, and disease conditions

Rationale: Computer programming is not a competency identified by the AAMA or the AMT. It also is not part of the training identified for medical assistants according to the Bureau of Labor Statistics.

Q10: Which of the following are possible places of employment for a medical administrative assistant?

A. Nursing home
B. Home health agency
C. Dental office
D. All are correct (Correct)

Rationale: The professional skills of a medical administrative assistant would be valuable for a position in any of the facilities mentioned.

Q11: Which of the following acceptable professional dress in a health care facility?

A. Khaki pants and coordinating shirt
B. Tennis shoes with white uniform
C. Denim jacket and pants
D. All are correct (Correct)

Rationale: Jeans are not appropriate attire in a healthcare setting.

Q12: Which of the following is the responsibility of a medical administrative assistant?

A. Making a bank deposit
B. Coding services and diagnoses for a patient
C. Preparing a statement of patient's account
D. All are correct (Correct)

Rationale: All can be the responsibility of a medical administrative assistant.

Q13: The nursing staff and the office staff should wear the same uniform to enable patients to readily identify employees of the office.

A. True
B. False (Correct)

Rationale: If the office staff and the nursing staff wear the same uniform, the patient may confuse a member of the office staff with a member of the nursing staff.

Q14: Preparing a bank deposit may be the responsibility of a medical administrative assistant.

A. True (Correct)
B. False

Rationale: Medical administrative assistants may be responsible for the daily finances of an office.

Q15: A medical administrative assistant's position usually is more specialized in a small office as compared with a large medical office.

A. True
B. False (Correct)

Rationale: In a small office, a medical administrative assistant will have more responsibilities; hence her or his position will be less specialized.

Q16: Because of the wide variety of patients in a medical office, office dress codes usually are very liberal.

A. True
B. False (Correct)

Rationale: The health care environment is very conservative and usually will have a dress code policy with specific guidelines for employees' dress.

Q17: The color of a business uniform is usually white.

A. True
B. False (Correct)

Rationale: Business uniforms consist of suits or other attire and may be many different colors such as black, navy, brown, and so on.

Q18: School projects and certifications of achievement are good additions to a student portfolio.

A. True (Correct)
B. False

Rationale: A portfolio should include documentation of a student's accomplishments.

Q19: Earnings for medical administrative assistants generally are the same across the United States.

A. True
B. False (Correct)

Rationale: Earnings can vary greatly by geographic region.

Q20: The employment forecast for medical administrative assistants is very good.

A. True (Correct)
B. False

Rationale: The U.S. Bureau of Labor Statistics forecasts that medical assisting jobs will grow much faster than average, or by more than 14%, between 2022 and 2032.

Q21: Certification is necessary for employment as a medical administrative assistant.

A. True
B. False (Correct)

Rationale: Certification is not required to work as a medical administrative assistant, but certification may help a medical administrative assistant obtain a position in a medical office.

Q22: Medical administrative assistant, patient services assistant, and medical office assistant are all synonymous.

A. True (Correct)
B. False

Rationale: All of the job titles presented could be used for a position in which the business tasks of a medical office are performed.

Q23: The patient is the reason why a medical administrative assistant (or any health care professional for that matter) works in a medical office, and patients should be the focus of the medical administrative assistant's work.

A. True (Correct)
B. False

Rationale: "The best interest of the patient is the only interest to be considered." (Dr. William J. Mayo, Mayo Clinic).

Q24: A certification has no added value to an assistant's qualifications for a position in a medical office.

A. True
B. False (Correct)

Rationale: A certification may help an employee obtain employment within a medical office because the employer will know that the applicant is qualified.

Q25: Because the health care environment is very conservative and professional, a health care organization usually will define what appropriate dress within the organization is.

A. True (Correct)
B. False

Rationale: An employee's appearance creates an impression of the medical office, and an office will usually define the requirements for dress to ensure that professional appearance and good grooming is understood by employees.

Q26: Participating in continuing education is important for a medical administrative assistant.

A. True (Correct)

B. False

Rationale: Health care and technology are continually changing, and it is important for a medical administrative assistant to keep pace with those changes.

Q27: Medical assistant and medical administrative assistant have the same meaning and can be used interchangeably.

A. True

B. False (Correct)

Rationale: A medical assistant performs both clinical and administrative duties and a medical administrative assistant performs only administrative duties.

Chapter Quizzes - Chapter 01

Q1: Which of the following is an administrative duty of a medical administrative assistant?

A. Provide assistance to physician during a procedure.
B. Prepare instruments for use in an exam room.
C. Manage appointment schedule. (Correct)
D. Take and record patient's temperature.

Rationale: Making an appointment schedule is an administrative duty. The remaining answer choices are all clinical duties.

Q2: All of the following are possible job titles for an individual performing only administrative functions in a medical office except

A. medical administrative assistant.
B. patient services representative.
C. medical office specialist.
D. medical assistant. (Correct)

Rationale: The term "medical assistant" is used to describe an individual who is qualified to perform both administrative and clinical duties in a medical office.

Q3: Genuine caring and concern for people and their circumstances can best be described as

A. compassion. (Correct)
B. empathy.
C. dependability.
D. teamwork.

Rationale: Compassionate individuals display genuine caring and concern for people.

Q4: All of the following are professional appearance in a health care setting except

A. denim pants and matching jacket (Correct)
B. tennis shoes with white uniform
C. navy suit coat and pants
D. black pants with coordinating shirt

Rationale: Business casual or formal business dress are both appropriate in a professional health care environment. Neither of these would include denim clothing.

Q5: Identify an organization responsible for certification of medical billing professionals.

A. AHDI
B. AMT

C. AAMA

D. AAPC (Correct)

Rationale: The American Academy of Professional Coders (AAPC) is a professional group that offers certifications in coding, billing, auditing, documentation, compliance and practice management.

Q6: A collection of samples of course work and projects that a student collects while enrolled in a medical administrative program is called a __. *(Fill in the blank)*

Answer: student portfolio

Rationale: A collection of samples of course work and projects that a student collects while enrolled in a medical administrative program is called a student portfolio. It can include an appointment project from a medical office procedures course; a bookkeeping project from a medical billing course; samples of medical transcription, letters, and other medical office documents produced by the student.

Q7: A(n) __ provides practical on-the-job experience in a medical office while a student is still enrolled in school. *(Fill in the blank)*

Answer: internship

Rationale: An internship is usually an unpaid job opportunity during which a student works in a medical office and performs office activities under the supervision of an office employee. This allows the student to practice skills and gain on-the-job experience.

Q8: __involves the production of medical reports for inclusion in a patient's medical record. *(Fill in the blank)*

Answer: Medical transcription

Rationale: Medical transcription involves the production of medical reports that provide a legal record of a patient's visit with a health care provider.

Q9: Regarding patients, health care employees are expected to keep everything they see, hear, or do __. *(Fill in the blank)*

Answer: confidential

Rationale: All health care personnel are expected to hold confidential all that they hear, see, or do regarding patients and their health care.

Q10: A(n) __ performs both administrative and clinical duties in a medical office. *(Fill in the blank)*

Answer: medical assistant

Rationale: A medical assistant performs both administrative and clinical duties in a medical office.

Q11: Uniforms are sometimes worn by the office staff.

A. True (Correct)
B. False

Rationale: Health care organizations may have administrative employees were uniforms or professional dress while on the job.

Q12: Knowledge of human anatomy and physiology is important for a medical administrative assistant.

A. True (Correct)
B. False

Rationale: Because a medical administrative assistant works with health information all day, knowledge of human anatomy & physiology is important to perform job responsibilities.

Q13: Coding is used for billing and insurance purposes in the medical office.

A. True (Correct)
B. False

Rationale: Diagnosis and procedure coding is used for billing and insurance procedures.

Q14: Personal qualities are also known as innate skills.

A. True
B. False (Correct)

Rationale: Personal qualities are known as soft skills. They can be learned over time.