# *Medical Office Procedures 10th edition Bayes Test Bank*

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# Medical Office Procedures 10th Edition by Bayes CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

**MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.**

**1)** Patient medical records are sometimes called

A) patient history.
B) documents.
C) charts.
D) patient information.

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
ABHES : 7.a. Gather and process documents
CAAHEP : VI.C.4. Define types of information contained in the patient's medical record
CAHIIM : I.A.1
Accessibility : Keyboard Navigation

**2)** The type of communication that is the most common and efficient mode of communication for many messages is

A) voice mail.
B) written.
C) verbal.
D) electronic.



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**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
ABHES : 7.g. Display professionalism through written and verbal communications
CAAHEP : V.C.8. Discuss applications of electronic technology in professional communication
CAHIIM : I.B.1
Accessibility : Keyboard Navigation

**3)** All students in an accredited medical assisting program are required to master _____ areas of competence.

A) 3
B) 4
C) 5
D) 6

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
CAHIIM : I.A.1
CAHIIM : I.B.1
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
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**4)** The administrative medical assistant needs which types of math skills?

A) addition
B) subtraction
C) percentage calculations
D) All of these choices are correct



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**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
CAAHEP : II.C.1. Demonstrate knowledge of basic math computations
CAAHEP : II.C.2
CAAHEP : II.C.3
CAAHEP : II.C.4
CAAHEP : II.C.5
CAAHEP : II.C.6
CAAHEP : II.P.1
CAAHEP : II.P.2
CAAHEP : II.P.3
CAHIIM : I.D.1
CAHIIM : I.D.2
CAHIIM : I.D.4
Accessibility : Keyboard Navigation

**5)** This type of scheduling is popular because of its ease of searching and time-saving convenience

A) manual scheduling.
B) electronic scheduling.
C) wave-scheduling.
D) open scheduling.



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**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
CAHIIM : I.B.1
ABHES : 7.e. Apply scheduling principles
CAAHEP : VI.C.1. Identify different types of appointment scheduling methods
CAAHEP : V.P.3
CAAHEP : V.P.4
CAAHEP : V.P.5
CAHIIM : I.B.3
CAHIIM : I.C.1
Accessibility : Keyboard Navigation

**6)** Which of these actions can the office staff take to build goodwill between the patient and the physician?

A) lifting patients' spirits
B) paying the bill on time
C) attending appointments as scheduled
D) compliance with treatment plan

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.02
Topic : Administrative Medical Assisting Personal Attributes
CAAHEP : IV.A.3
CAAHEP : IV.A.8
ABHES : 5.a
CAAHEP : IV.A.1
CAAHEP : IV.A.5
Accessibility : Keyboard Navigation

**7)** Choose the most common place of employment for the administrative medical assistant:



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A) hospital
B) schools
C) physician practice
D) emergency department

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
ABHES : 1.a. Describe the current employment outlook for the medical assistant
Accessibility : Keyboard Navigation

**8)** A(n) _____ provides care during pregnancy and childbirth.

A) neurologist
B) nephrologist
C) obstetrician
D) gerontologist

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : V.C.10. Define medical terms and abbreviations related to all body systems
Accessibility : Keyboard Navigation

**9)** A _____ investigates the causes of disease.



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A) pathologist
B) dermatologist
C) gerontologist
D) pulmonologist

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : V.C.10. Define medical terms and abbreviations related to all body systems
Accessibility : Keyboard Navigation

**10)** A(n) _____ maintains pain relief and bodily function stability during surgery.

A) pulmonologist
B) allergist
C) anesthesiologist
D) immunologist

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : V.C.10. Define medical terms and abbreviations related to all body systems
Accessibility : Keyboard Navigation

**11)** The outward display of an employee's values and standards is defined as



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A) personality.
B) beliefs.
C) morals.
D) work ethic.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
CAAHEP : X.P.1
CAAHEP : X.P.2
Accessibility : Keyboard Navigation

**12)** Physicians rank _____ as the most important employee trait.

A) kindness
B) accuracy
C) promptness
D) friendliness

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**13)** A thorough administrative medical assistant produces work that is _____.



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A) accurate
B) neat, handwritten, and complete
C) neat, accurate, and complete
D) detailed and illegible

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**14)** The _____ assistant is able to respond calmly to last-minute assignments to meet deadlines under pressure.

A) flexible
B) dependable
C) friendly
D) punctual

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**15)** To take action independently is to show _____.



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A) managerial skills
B) initiative
C) commitment
D) strength

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**16)** This is considered an aspect of self-motivation:

A) alertness
B) patience
C) promptness
D) punctuality

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
CAAHEP : X.C.2. Compare and contrast provider and medical assistant roles in terms of standards of ca
Accessibility : Keyboard Navigation



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**17)** The ability to speak and act considerately, especially in difficult situations, is known as _____.

A) confidence
B) tact
C) pride
D) memory

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
CAAHEP : X.C.2. Compare and contrast provider and medical assistant roles in terms of standards of ca
Accessibility : Keyboard Navigation

**18)** The AAMA requires CMAs to be re-certified how often?

A) every three years
B) every five years
C) every seven years
D) every ten years

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAAHEP : IX.P.4
CAAHEP : IX.P.8
Accessibility : Keyboard Navigation



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**19)** AHIMA offers _____ certification exams in coding.

A) 2
B) 4
C) 3
D) 5

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAHIIM : I.D.1
CAHIIM : I.D.2
CAHIIM : I.D.4
CAAHEP : IX.P.4
CAAHEP : IX.P.8
CAHIIM : I.D.3
CAHIIM : I.D.5
CAHIIM : I.D.6
Accessibility : Keyboard Navigation

**20)** A certification exam to become a certified medical administrative specialist (CMAS) is offered through which organization?

A) AMT
B) AAMA
C) NCCT
D) MAERB



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**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAAHEP : IX.P.8
Accessibility : Keyboard Navigation

**21)** The core values of the IAAP include authenticity, community, passion, relevance and _____.

A) courage
B) dependability
C) resilience
D) cooperation

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
Accessibility : Keyboard Navigation

**22)** When speaking with terminally ill patients, what types of topics should you discuss?

A) past history
B) future plans
C) long-term topics
D) short-term topics



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**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 7.g. Display professionalism through written and verbal communications
ABHES : 5.b. Provide support for terminally ill patients
CAAHEP : C.V.6. Define coaching a patient as it relates to:
CAAHEP : V.C.6.e adaptations relevant to individual patient needs
CAAHEP : IV.C.1
CAAHEP : IV.C.7
Accessibility : Keyboard Navigation

**23)** Which of the following is a current preferred sign-in method?

A) first name only method
B) label method
C) marker method
D) last name only method

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
CAHIIM : I.B.1
CAHIIM : I.B.2
Accessibility : Keyboard Navigation

**24)** Identify the sole judge of what information is to be given to, or withheld from, the patient:

A) the office manager
B) the medical assistant
C) the administrative medical assistant
D) the doctor



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**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
CAHIIM : I.B.2
ABHES : 1.b. Compare and contrast the allied health professions and understand their relationship to
CAAHEP : X.C.2. Compare and contrast provider and medical assistant roles in terms of standards of ca
Accessibility : Keyboard Navigation

**25)** _____ is the tendency to believe that one's own race or ethnic group is the most important and that some or all aspects of its culture are superior to those of other groups.

A) Ethnocentrism
B) Prejudice
C) Bias
D) Ego

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 5.i. Demonstrate cultural awareness
CAAHEP : V.C.18. Discuss examples of diversity:
CAAHEP : V.C.18.a. cultural
CAAHEP : V.C.18.b. social
CAAHEP : V.C.18.c. ethnic
Accessibility : Keyboard Navigation

**26)** Hope worked as an administrative medical assistant but was dismissed from her position after numerous patients complained about how they were greeted. Hope claims that she always used an appropriate verbal greeting with each patient. Which of the following may have contributed to the miscommunication between Hope and the patients?



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A) lack of professional certification
B) not enough reading material in the waiting area
C) nonverbal facial expressions and tone of voice
D) unorganized work area

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Difficulty : 3 Hard
Bloom's : Understand
ABHES : 7.g. Display professionalism through written and verbal communications
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : V.C.1. Identify styles and types of verbal communication
Accessibility : Keyboard Navigation

**27)** During his first six months at a local physician's practice, Brian reorganized the schedule for all four of his providers. He used the office scheduling software program to manage the schedule and increased the office workflow, allowing time for more patient appointments. Which of the following was he demonstrating?

A) tact
B) ethnocentrism
C) assertiveness
D) efficiency



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**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
Difficulty : 3 Hard
Bloom's : Understand
CAHIIM : I.A.1
CAHIIM : I.B.1
CAHIIM : I.C.1
ABHES : 10.b. Demonstrate professional behavior
CAHIIM : I.B.2
ABHES : 10.a. Perform the essential requirements for employment such as resume writing, effective int
CAAHEP : V.C.13
CAAHEP : V.C.2
CAAHEP : V.C.5
CAAHEP : VII.P.3
CAHIIM : I.C.6
Accessibility : Keyboard Navigation

**28)** While searching online for a medical assistant position, Bailey noticed that several opportunities required CPC, RMA, or other current credentials. Which of the following key words or phrases could she use to search the Internet for the meaning of these terms?

A) certification
B) interpersonal relationship skills
C) computer skills
D) records management skills

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
Difficulty : 3 Hard
Bloom's : Analyze
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
Accessibility : Keyboard Navigation



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**29)** Scarlett would like to work in a medical-related administrative field but is not interested in working in a medical office. Which of the following would offer the best choice of a career for Scarlett?

A) food management
B) education
C) home health sales
D) education and home health sales

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
Difficulty : 3 Hard
Bloom's : Analyze
ABHES : 1.a. Describe the current employment outlook for the medical assistant
Accessibility : Keyboard Navigation

**30)** After he finishes his shift at the Flatwoods Medical Clinic for Burned Children, Tyson volunteers his time with a local program for physically challenged children. Which of the following personal attributes is Tyson demonstrating most clearly?

A) dependability
B) true and genuine liking of other individuals
C) resourcefulness
D) cheerfulness

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.02
Topic : Administrative Medical Assisting Personal Attributes
Difficulty : 3 Hard
Bloom's : Analyze
Accessibility : Keyboard Navigation

**31)** An administrative medical assistant should always be aware of the impression and professional image given by his or her actions and presentation because



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A) the physician and practice are represented through the administrative medical assistant.
B) it is part of the job description.
C) it may lead to an increase in salary or wages.
D) none of these are correct.

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
Difficulty : 3 Hard
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : IV.C.7
CAAHEP : IV.P.3
Accessibility : Keyboard Navigation

**32)** Dependability consists of _____ tasks on schedule, without complaining, and offering to assist others.

A) finishing
B) assigning
C) ignoring
D) assisting

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**33)** _____ means logically and systematically planning steps to accomplish a task.



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A) Punctuality
B) Self-Motivation
C) Initiative
D) Problem-solving

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
Bloom's : Analyze
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**34)** _____ is sensitivity to other people's feelings and situations.

A) Cheerfulness
B) Empathy
C) Thoroughness
D) Efficiency

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.02
Topic : Administrative Medical Assisting Personal Attributes
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**35)** A(n) _____ person believes that one's own race, ethnic group, and/or culture is superior to all others.



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A) inflexible
B) ethnocentric
C) deaf
D) assertive

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Difficulty : 2 Medium
ABHES : 5.i. Demonstrate cultural awareness
CAAHEP : V.C.18. Discuss examples of diversity:
CAAHEP : V.C.18.a. cultural
CAAHEP : V.C.18.b. social
CAAHEP : V.C.18.c. ethnic
Accessibility : Keyboard Navigation

**36)** _____ is a trait that results in complete, neat, and correct tasks.

A) Thoroughness
B) Accuracy
C) Dependability
D) Efficiency

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
Bloom's : Analyze
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**37)** _____ is a certifying body that provides certification opportunities for medical coders.



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A) AAMA
B) AAPC
C) AHIMA
D) Both AAPC and AHIMA

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
Difficulty : 2 Medium
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
Accessibility : Keyboard Navigation

**38)** _____ is the recognition given by certain associations that a person has met high standards and has achieved competency in the knowledge and tasks required.

A) Flexibility
B) Maturity
C) Certification
D) Graduation

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
Difficulty : 2 Medium
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
Accessibility : Keyboard Navigation

**39)** A(n) _____ person completes tasks with correctness and attention to detail.



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A) dependable
B) accurate
C) flexible
D) empathetic

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**40)** _____ is a trait characterized by working independently and completing tasks without receiving specific direction.

A) Flexibility
B) Problem-Solving Ability
C) Punctuality
D) Initiative

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**41)** _____ is the ability to speak and act considerately in various situations.



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A) Tact
B) Assertiveness
C) Punctuality
D) Self-Motivation

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**42)** The _____ Role Delineation Chart is a good reference source that identifies the skills, duties, and procedures that medical assistants are educated to perform.

A) AMT
B) AHIMA
C) AAMA
D) AAPC

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Est Time : 0-1 Minute
Bloom's : Understand
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
CAAHEP : IX.P.4
Accessibility : Keyboard Navigation

**43)** The administrative medical assistant plays an important role in ensuring that the medical office's procedures comply with _____ concerning patient's records.



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A) state regulations.
B) federal regulations.
C) HIPAA
D) All of these are correct.

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Bloom's : Remember
Est Time : 0-1 Minute
Difficulty : 2 Medium
CAHIIM : I.D.4
CAAHEP : IX.P.8
CAHIIM : I.B.2
CAAHEP : X.C.3. Describe components of the Health Information Portability and Accountability Act (HIP
CAAHEP : IX.P.3
Accessibility : Keyboard Navigation

**44)** A basic understanding of a variety of _____ and the ability to use computers with mastery are essential workplace skills.

A) languages
B) equipment
C) technologies
D) phones

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Bloom's : Remember
Est Time : 0-1 Minute
Difficulty : 2 Medium
CAAHEP : V.C.8. Discuss applications of electronic technology in professional communication
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
CAHIIM : I.C.1
CAHIIM : I.C.6
Accessibility : Keyboard Navigation



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**45)** The use of _____ to communicate is as widespread as telephone communication in the medical office setting.

A) e-mail
B) letters
C) pagers
D) social media

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
ABHES : 7.a. Gather and process documents
CAAHEP : V.P.7
Accessibility : Keyboard Navigation

**46)** Excellent _____ skills often come from a genuine desire to work with people.

A) data entry
B) ethical
C) interpersonal
D) research

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
ABHES : 10.b. Demonstrate professional behavior
Accessibility : Keyboard Navigation

**47)** Looking directly at the patient and listening with attention are ways to communicate _____ of the person.



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A) acceptance
B) frustration
C) feelings
D) negativity

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.02
Topic : Administrative Medical Assisting Personal Attributes
ABHES : 7.g. Display professionalism through written and verbal communications
CAAHEP : V.C.1. Identify styles and types of verbal communication
Accessibility : Keyboard Navigation

**48)** The five major categories of tasks performed by an administrative medical assistant are

A) front desk, scheduling, janitorial duties, answering phones, sorting incoming mail.
B) scheduling, answering phones, sorting mail, hiring personnel, greeting patients.
C) front desk, scheduling, records management, administrative, and financial.
D) scheduling, sorting mail, transcription, financial, and greeting patients.

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Est Time : 0-1 Minute
Bloom's : Understand
Difficulty : 2 Medium
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
CAAHEP : IV.C.4
CAAHEP : IV.P.11
Accessibility : Keyboard Navigation

**49)** Body posture, voice tonality, and facial expressions are a few examples of what type of communication?



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A) verbal
B) interpersonal
C) intrapersonal
D) nonverbal

**Question Details**
Learning Outcome : 01.01
Topic : Tasks and Skills
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
ABHES : 7.g. Display professionalism through written and verbal communications
CAAHEP : V.C.1. Identify styles and types of verbal communication
CAAHEP : IV.C.4
CAAHEP : IV.P.11
Accessibility : Keyboard Navigation

**50)** According to the U.S. Department of Labor, what three criteria are increasing the need for medical assistants?

A) advances in technology, aging population, and healthcare reform
B) aging population, healthcare reform, and coding
C) advances in technology, aging population, and coding
D) healthcare reform, decreasing population, and healthcare reform

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
ABHES : 1.a. Describe the current employment outlook for the medical assistant
Accessibility : Keyboard Navigation

**51)** Bob appears in the office and is not feeling well following surgery yesterday. As a medical assistant, Jose notices Bob in the waiting room and ask him if he would feel more comfortable lying down while he waits. What trait is this showing?



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A) cheerfulness
B) communication skills
C) organizational skills
D) empathy

**Question Details**
Est Time : 0-1 Minute
Learning Outcome : 01.02
Topic : Administrative Medical Assisting Personal Attributes
Bloom's : Analyze
Difficulty : 2 Medium
ABHES : 5.h. Display effective interpersonal skills with patients and health care team members
CAAHEP : IV.P.2
Accessibility : Keyboard Navigation

**52)** Insurance companies consider claims that are correct and complete at the time of filing as

A) credentialed claims.
B) current claims.
C) competent claims.
D) clean claims.



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**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.03
Topic : Employment Opportunities
CAHIIM : I.D.2
CAHIIM : I.D.4
CAHIIM : I.C.1
CAHIIM : I.D.3
CAAHEP : VII.P.3
ABHES : 7.d. Process insurance claims
CAAHEP : VIII.C.1.c. Identify the steps for filing a third party claim
CAHIIM : I.C.2
CAHIIM : I.C.3
CAHIIM : I.C.4
CAHIIM : I.C.5
Accessibility : Keyboard Navigation

**53)** The ability to use knowledge, experience, and logic to reach a sound decision is a quality of

A) good judgment.
B) flexibility.
C) efficiency.
D) honesty.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**54)** The quality that enables the physician to trust the administrative medical assistant at all times is



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A) good judgment.
B) flexibility.
C) efficiency.
D) honesty.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**55)** The quality of "being on time" is also called

A) good judgment.
B) flexibility.
C) punctuality.
D) self-motivation.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**56)** Unlike aggressiveness, this quality is the ability to step forward to make a point in a confident and positive manner.



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A) assertiveness
B) tact
C) self-motivation
D) initiative

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.04
Topic : Work Ethic and Professionalism
ABHES : 1.d. List the general responsibilities and skills of the medical assistant
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance
Accessibility : Keyboard Navigation

**57)** What organization promotes professional standards and growth for those who have a special interest in transcription and wish to be certified?

A) AMT
B) IAAP
C) AAMA
D) AHDI

**Question Details**
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.05
Topic : Professional Growth and Certification
Difficulty : 2 Medium
ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
Accessibility : Keyboard Navigation

**58)** Which person is usually the first person encountered either by phone or in person and represents the office as a whole?



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A) doctor
B) physician assistant
C) clinical medical assistant
D) administrative medical assistant

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : IV.C.13
CAAHEP : IV.C.15
CAAHEP : IV.P.7
Accessibility : Keyboard Navigation

**59)** If you are not at the reception desk when a patient checks in, upon returning you should immediately

A) ask the patient to take a seat.
B) acknowledge the patient with a smile and a greeting.
C) ignore the patient.
D) complete the tasks you are working on.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : V.C.1. Identify styles and types of verbal communication
CAAHEP : IV.C.13
CAAHEP : IV.C.15
CAAHEP : IV.P.7
Accessibility : Keyboard Navigation



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**60)** Your father (Dr. Bell) is a physician and you work as an administrative medical assistant in his office. Betty Smith is a new patient and you take her back to meet the doctor. The correct introduction would be

A) "Betty, this is my dad".
B) "Betty, come on back".
C) "Ms. Smith, it is your turn".
D) "Ms. Smith, Dr. Bell is ready to see you now".

**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : V.C.1. Identify styles and types of verbal communication
CAAHEP : IV.C.13
CAAHEP : IV.C.15
CAAHEP : IV.P.7
Accessibility : Keyboard Navigation

**61)** David comes into the office to see the doctor, and you have a common interest in hockey. David asks you to attend the next game with him. What should you do is this situation?

A) Go to the hockey game because it is after hours.
B) Tell the doctor.
C) Check the office policy and discuss the situation with your employer.
D) Ask other staff members what they think.



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**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : IV.C.13
CAAHEP : IV.C.15
CAAHEP : IV.P.7
CAAHEP : V.C.11. Define the principles of selfboundaries
Accessibility : Keyboard Navigation

**62)** When conversing with patients, it is not appropriate to discuss what topic?

A) front desk, scheduling, janitorial duties, answering phones, sorting incoming mail
B) religion
C) sports
D) local events

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : IV.C.13
CAAHEP : V.C.11. Define the principles of selfboundaries
Accessibility : Keyboard Navigation

**63)** Mrs. Smale comes into the office and is angry about a bill she received in the mail and is yelling at you. How should you handle the situation?

A) Tell the patient that she is wrong about the error.
B) Remain calm and courteous.
C) Ask the patient to take a seat.
D) Tell her that until she calms down you will not speak with her.



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**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : IV.C.1
CAAHEP : IV.C.4
CAAHEP : V.C.3. Recognize barriers to communication
CAAHEP : IV.A.3
CAAHEP : IV.A.8
CAAHEP : IV.C.2
CAAHEP : IV.C.3
Accessibility : Keyboard Navigation

**64)** When patients are leaving your office, it is a good idea to call them by name and extend a good-bye so that they are more likely to

A) leave the office on a negative note.
B) remember your name.
C) refer other patients to your practice.
D) It is not necessary to acknowledge patients when they exit your office.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 10.b. Demonstrate professional behavior
CAAHEP : V.C.1. Identify styles and types of verbal communication
Accessibility : Keyboard Navigation

**65)** A healthcare provider who releases information about a patient, without proper consent, has violated



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A) confidentiality.
B) integrity.
C) personal Ethics.
D) tact.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAAHEP : IX.P.8
CAHIIM : I.B.2
CAAHEP : IX.P.3
ABHES : 4.h. Demostrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info
Accessibility : Keyboard Navigation

**66)** If your office has a sign-in sheet and you leave this sign-in information to be viewed by others, you are violating

A) HIPAA.
B) AHIMA.
C) etiquette.
D) empathy.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAAHEP : IX.P.8
CAHIIM : I.B.2
CAAHEP : V.C.3. Recognize barriers to communication
ABHES : 4.h. Demostrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info
CAAHEP : V.P.1
Accessibility : Keyboard Navigation



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**67)** When using a hardcopy paper chart, where should you place it?

A) in the patient's room so it is ready for the doctor
B) outside the patient's room where the doctor can identify the patient
C) outside the patient's room with the chart turned around so you cannot identify the patient
D) There are no rules about where to put a patient's chart.

**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAAHEP : IX.P.8
CAHIIM : I.B.2
CAAHEP : V.C.3. Recognize barriers to communication
ABHES : 4.h. Demostrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info
CAAHEP : V.P.1
Accessibility : Keyboard Navigation

**68)** Your office is computerized and you are using a mobile device. You check Mrs. Felton into the room, and upon leaving you should

A) take the mobile device with you.
B) sign off the mobile device and leave it in the exam room for the physician.
C) leave it in the exam room with the information up so that it is ready for the physician.
D) ask the patient what they prefer.



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**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers
CAAHEP : IX.P.8
CAHIIM : I.B.2
CAAHEP : V.C.3. Recognize barriers to communication
ABHES : 4.h. Demostrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info
CAAHEP : V.P.1
Accessibility : Keyboard Navigation

**69)** If a patient cannot hear and uses sign language, your office should

A) make sure to tell the patient's family that they need to come to every visit.
B) tell the patient that they will need to bring an interpreter with them.
C) ask the patient if they will require an interpreter.
D) do nothing, as it is not the responsibility of the office to offer an interpreter.

**Question Details**
Difficulty : 1 Easy
Bloom's : Remember
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
ABHES : 7.g. Display professionalism through written and verbal communications
CAAHEP : IV.C.7
CAAHEP : V.C.3. Recognize barriers to communication
ABHES : 8.i. Make adaptations for patients with special needs
CAAHEP : V.C.4. Identify techniques for overcoming communication barriers
CAAHEP : IV.P.12
Accessibility : Keyboard Navigation

**70)** You are sending a letter to a patient to explain his myocardial infarction and the need to undergo additional testing. When sending the letter to the patient, your office should



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A) include all medical terminology so that it is correct in the chart.
B) copy the last office note and just ask the patient to call for an explanation.
C) have the physician write the letter to the patient.
D) send a letter that is free of medical language because it may be challenging for the patient to understand.

**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
ABHES : 7.g. Display professionalism through written and verbal communications
CAAHEP : V.C.3. Recognize barriers to communication
CAAHEP : V.C.4. Identify techniques for overcoming communication barriers
Accessibility : Keyboard Navigation

**71)** When a medical sales representative presents to the office about a new product or medication, the medical assistant responsibility would be to

A) inform the representative of an appropriate scheduled time to meet with the physician.
B) bring the representative back to the office and interrupt the physician.
C) tell the representative that he can leave information and you will contact them.
D) get the samples and sign the physician's name.

**Question Details**
Difficulty : 1 Easy
Est Time : 0-1 Minute
Learning Outcome : 01.06
Topic : Interpersonal Relationships
Bloom's : Understand
ABHES : 7.g. Display professionalism through written and verbal communications
CAAHEP : V.P.1
Accessibility : Keyboard Navigation



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# Medical Office Procedures 10th Edition by Bayes CH01

# Answer Key

Test name: CH01

1) C
Patient medical records are sometimes called charts.

2) D
Electronic communication is the most common and efficient mode of communication for many messages.

3) A
All students in an accredited medical assisting program are required to master three areas of competence.

4) D
The administrative medical assistant needs three types of math skills: addition, subtraction, and percentage calculations.

5) B
Electronic scheduling is a popular feature because of its ease of searching and time-saving convenience.

6) A
Lifting patients' spirits helps build goodwill between the patient and the physician.

7) C
Physician practices are the most common place of employment for the administrative medical assistant.

8) C
An obstetrician provides care during pregnancy and childbirth.



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9) A
A pathologist investigates the causes of disease.

10) C
An anesthesiologist maintains pain relief and bodily function stability.

11) D
The outward display of an employee's values and standards is defined as work ethics.

12) B
Physicians rank accuracy as the most important employee trait.

13) C
A thorough administrative medical assistant produces work that is neat, accurate, and complete.

14) A
Flexibility is a key component when working within a medical office environment.

15) B
To take action independently is to show initiative.

16) A
Alertness is considered to be an aspect of self-motivation.

17) B
Tact involves speaking and acting considerately, especially in hard situations.

18) B
The AAMA requires CMAs to be re-certified every five years.

19) C



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AHIMA offers three certification exams in coding: CCA, CCS, and CCS-P.

20) A
A certification exam to become a certified medical administrative specialist is offered through the AMT.

21) C
The core values of the IAAP include integrity, respect, transparency, excellence, and collaboration.

22) D
When speaking with terminally ill patients, you should discuss short-term topics.

23) B
The label method is a current preferred sign-in method.

24) D
The doctor is the sole judge of what information is to be given to or withheld from the patient.

25) A
Ethnocentrism is the tendency to believe that one's own race or ethnic group is the most important and that some or all aspects of its culture are superior to those of other groups.

26) C
Nonverbal facial expressions and tone of voice may have contributed to the miscommunication between Hope and the patients.

27) D
Brian was demonstrating efficiency.

28) A



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While searching online for a medical coding position, Bailey should use the keyword or phrase "certification" to search the internet.

29) D
Education and home health sales would offer the best choice of a career for Scarlett who would like to work in a medical-related administrative field but is not interested in a medical office setting.

30) B
Tyson demonstrated the personal attribute of true and genuine liking of other individuals in his volunteering for an organization to help people.

31) A
An administrative medical assistant should always be aware of the impression and professional image given by his or her actions and presentation because the physician and practice are represented through the administrative medical assistant.

32) A
Dependability consists of finishing tasks on schedule, without complaining, and offering to assist others.

33) D
Problem-solving means logically and systematically planning steps to accomplish a task.

34) B
Empathy is sensitivity to other people's feelings and situations.

35) B
An ethnocentric person believes that one's own race, ethnic group, and/or culture is superior to all others.

36) A



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Thoroughness is a trait that results in complete, neat, and correct tasks.

37) D
AAPC and AHIMA are certifying bodies that provides certification opportunities for medical coders.

38) C
Certification is a recognition given by associations that an individual has met high standards and has demonstrated competency in given knowledge and tasks.

39) B
An accurate person completes tasks with correctness and attention to detail.

40) D
Initiative is a trait characterized by working independently and offering to help others.

41) A
Tact is the ability to speak and act considerately in various situations.

42) C
The AAMA Role Delineation Chart is a good reference source that identifies the skills, duties, and procedures that medical assistants are educated to perform.

43) D
The administrative medical assistant plays an important role in ensuring that the medical office's procedures comply with all government regulations concerning patient's records.

44) C



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A basic understanding of a variety of technologies and the ability to use computers with mastery are essential workplace skills.

45) A
The use of e-mail to communicate is as widespread as telephone communication.

46) C
Excellent interpersonal communication skills often come from a genuine desire to work with people.

47) A
Looking directly at the patient and listening with attention are ways to communicate acceptance of the person.

48) C
The five major categories of tasks performed by an administrative medical assistant are: front desk, scheduling, records management, administrative duties, and financial.

49) D
Our nonverbal communication style is important and includes things such as body posture, voice tonality, and facial expressions.

50) A
Items fueling the rapid growth are advances in technology, an aging population, and healthcare reform.

51) D
Traits needed to be a successful medical assistant spring from empathy, a sensitivity to the feelings and situations of other people.

52) D



Medical Office Procedures 10th edition Bayes Test Bank

Insurance companies and government health insurance programs must ensure that claims from healthcare providers are "clean claims" - in other words, the claim forms are correct and complete.

53) A
The quality of good judgment involves the ability to use knowledge, experience, and logic to assess all the aspects of a situation in order to reach a sound decision.

54) D
Honesty is the quality that enables the physician to trust the medical assistant at all times.

55) C
Being on time - punctuality - is important for the administrative medical assistant because of the physician's schedule and the need to complete routine duties before patients arrive.

56) A
Assertiveness is always a positive force. It is unlike aggressiveness, which is a hostile and overbearing attitude.

57) D
AHDI offers the Certified Medical Transcriptionist (CMT) certification exam.

58) D
The administrative medical assistant is usually the first person the patient comes in contact with when making an appointment or going to the doctor's office.

59) B
If you are away from the desk when a patient arrives, acknowledge the patient with a smile and a greeting as soon as you return.



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60) D
A physician may choose to establish a less formal tone in the office, but it is still a professional setting.

61) C
Under no circumstances should you make a social engagement with a patient without first checking office policy.

62) B
Try to avoid controversial subjects, such as politics or religion.

63) B
The medical assistant must remain calm and courteous when dealing with angry patients.

64) C
A patient who leaves the office on a positive note may tell others about a good experience with the staff.

65) A
A doctor who gives information about a patient without a patient's permission, except to another doctor, can be prosecuted under the law because they did not maintain confidentiality.

66) A
Leaving information available to be viewed by others is a violation of HIPAA.

67) C
A very simple solution is to turn the chart around, so that the name and any other medical information are not exposed.

68) A



Medical Office Procedures 10th edition Bayes Test Bank

When exiting a patient examination room, take the mobile device with you.

69) C
If the patient relies on American Sign Language (ASL), prior to the medical visit, ask the patient if an interpreter will be accompanying them to the visit. If not, make arrangements to have an interpreter present.

70) D
Written communication, when possible, should be free of medical language.

71) A
The doctor has scheduled the first Monday of each month from noon to 2 p.m as the time to meet with sales representatives. Should I enter your name on the calendar for next month?



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