# *Integrated Electronic Health Records 7th edition Shanholtzer Test Bank*

SKU: 9781260082265-TEST-BANK

# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer 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)** Of the following, which is *not* an application of an EHR system?

1) _____

A) capture of past medical, family, and social history
B) capture of known medication allergies
C) capture of insurance policy number
D) capture of details of operative procedure(s)

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
CAAHEP : VI.C.4 Define types of information contained in the patient's medical record
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
Topic : Electronic Health Record Applications
CAAHEP : VI.C.8 Differentiate between electronic medical records (EMR) and a practice management syst
null : 2018 CAHIIM: I.4. Determine compliance of health record content within the health organization
Gradable : automatic
Learning Outcome : 01.03

**2)** Dr. Evans' office has computerized the following functions: appointment scheduling, charge capture, collections, and reporting. These are all found in which type of software?

2) _____

A) electronic health record
B) compliance reporting
C) database management
D) practice management



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**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
CAAHEP : VI.C.2 Identify advantages and disadvantages of the following appointment systems
CAAHEP : VI.P.6 Utilize an EMR
ABHES : 7.e Apply scheduling principles
CAAHEP : VI.C.8 Differentiate between electronic medical records (EMR) and a practice management syst
null : 2014 CAHIIM: I.D.1 Collect and maintain health data
null : 2018 CAHIIM: I.4. Determine compliance of health record content within the health organization
Gradable : automatic
Learning Outcome : 01.01

**3)** Christine Simmons arrived for her appointment with Dr. Shumaker 20 minutes ago. The healthcare professional has just left the room after taking Christine's vital signs, weight, and a brief history of present illness. What will be the next step in Christine's flow through the overall process?

3) _____

A) The patient will check in.
B) Clinical support personnel will meet with the patient.
C) The care provider will see the patient.
D) The patient will be taken through the check-out process.

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
ABHES : 7.e Apply scheduling principles
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.04



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**4)** Jesse Lopez is a healthcare professional at Summit Bay Health Center. He has just finished submitting claims to Blue Shield for patients seen yesterday. Jesse was performing what type of function?

4) _____

A) assessment
B) registration
C) administrative
D) clinical

**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
Bloom's : Understand
ABHES : 7.d Process insurance claims
CAAHEP : VI.C.7 Describe filing indexing rules
ABHES : 7.a Gather and process documents
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
Gradable : automatic
Learning Outcome : 01.01

**5)** Sean Brown is a new care provider and has never before used EHRclinic. He is frustrated, and though you have been trying to help him, he is still having difficulty. What would be sound advice to give to Dr. Brown?

5) _____

A) Direct him to the User's Guide in EHRclinic and show him the index, contents, and search features.
B) Have him call the EHRclinic 24-hour help line to speak with a technician.
C) Have him ask one of the other care providers in the practice for assistance.
D) Make arrangements to meet him at the office on a Saturday to teach him how to use the system.



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ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
Topic : Use of the Help Feature
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.05

**6)** You are a registrar in the admitting office of a hospital; a patient presents to register for an outpatient laboratory test. What will you first access to determine if that patient has ever been seen at that hospital before, or whether you must register him for the first time?

6) _____

A) Master List
B) Master Patient (Person) Index
C) Diagnosis Index
D) Account Summary

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
Difficulty : 2 Medium
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
null : 2018 CAHIIM: I.2. Apply policies, regulations, and standards to the management of information.
null : 2014 CAHIIM: I.B.3 Identify a complete health record according to, organizational policies, external
Gradable : automatic
Learning Outcome : 01.01



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**7)** Physicians' practices sometimes use a service to check for errors on claim forms prior to submitting a claim to the insurance company. The service that processes insurance claims is a:

7) _____

A) billing service.
B) coding service.
C) clearinghouse.
D) fiscal intermediary.

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
ABHES : 7.d Process insurance claims
null : 2014 CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processin
CAAHEP : VIII.P.4 Complete an insurance claim form
null : 2018 CAHIIM: IV.2. Describe components of revenue cycle management and clinical documentation improv
null : 2018 CAHIIM: IV.2. RM Evaluate revenue cycle processes
Gradable : automatic
Learning Outcome : 01.01

**8)** Roberta is a healthcare professional at Dr. Ingram's office. She has a patient on the phone who wants to make an appointment with Dr. Ingram. What will Roberta first take into consideration when looking for an open appointment time?

8) _____

A) the patient's schedule
B) the reason for the patient's visit
C) the patient's age
D) Dr. Ingram's vacation schedule



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**Question Details**
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
Difficulty : 2 Medium
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
Gradable : automatic
Learning Outcome : 01.01

**9)** Pieces of data that identify a patient and include such items as name, address, and date of birth are considered what types of data?

9) _____

A) demographic
B) administrative
C) clinical
D) financial

**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
Bloom's : Understand
ABHES : 4.a Follow documentation guidelines
CAAHEP : VI.C.4 Define types of information contained in the patient's medical record
null : 2014 CAHIIM: I.D.1 Collect and maintain health data
null : 2018 CAHIIM: I.6. DM Evaluate data dictionaries and data sets for compliance with governance standar
null : 2018 CAHIIM: I.3. Identify policies and strategies to achieve data integrity.
Gradable : automatic
Learning Outcome : 01.01

**10)** Which of the following is*not* a type of medical insurance?

10) _____



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A) Medicare
B) TRICARE
C) Self-pay from patient
D) Workers' Compensation

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
ABHES : 7.d Process insurance claims
null : 2014 CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processin
CAAHEP : VIII.C.1.a types of third party plans
null : 2018 CAHIIM: IV.2. Describe components of revenue cycle management and clinical documentation improv
null : 2018 CAHIIM: IV.2. RM Evaluate revenue cycle processes
Gradable : automatic
Learning Outcome : 01.01

**11)** EHRclinic uses a single _____ to store administrative and clinical data on each patient.

11) _____

A) payer system
B) log on
C) database
D) Master Patient (Person) Index



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# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
CAAHEP : VI.P.6 Utilize an EMR
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
CAAHEP : VI.C.8 Differentiate between electronic medical records (EMR) and a practice management syst
null : 2018 CAHIIM: I.6. Describe components of data dictionaries and data sets.
null : 2018 CAHIIM: I.6. DM Evaluate data dictionaries and data sets for compliance with governance standar
null : 2018 CAHIIM: III.6. DM Manage data within a database system.
Gradable : automatic
Learning Outcome : 01.01

**12)** Though the costs of implementation will be high, which record-keeping costs will ultimately drop as a result of implementing an electronic health record?

12) _____

A) training costs
B) cost of folders and clips to file each record
C) transcription costs
D) copying costs

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
Gradable : automatic
Learning Outcome : 01.02

**13)** Of the following, which contributes to the high cost of electronic health records for the software service provider?



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13) _____

A) training costs
B) hardware costs
C) research and development costs
D) all of these costs contribute

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.02

**14)** Which of the following statements accurately describes duplicate patient registration entries in an electronic health record system?

14) _____

A) It is impossible to duplicate a patient registration in an electronic system.
B) Duplicate patient registrations can occur if the patient's name was misspelled or the patient was previously registered under a different name.
C) Duplicate registrations are not a problem in an electronic health record.
D) There is no need for the registration process within the electronic health record system.



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**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.02

**15)** Which of the following EHR applications may be more beneficial and efficient for the patient?

15) _____

A) ePrescribing
B) dictating rather than hand writing the record
C) report-writing applications
D) interoperability capability

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
Gradable : automatic
Learning Outcome : 01.02

**16)** What must a care provider do before he/she will see the benefits of an EHR in relation to time spent documenting each patient's visit?

16) _____



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A) hire a scribe
B) dictate all of his/her notes
C) use a fill-in-the blank form and then transfer the notes into the EHR
D) devote time to learning the new system

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty : 3 Hard
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.02

**17)** Research has shown what in relation to the use of an EHR?

17) _____

A) Care providers have embraced the use of EHR software willingly.
B) There has been a decrease in medical errors through the use of EHR software.
C) Patients whose care provider uses an EHR are less likely to be involved in their own care.
D) There has been an increase in staff turnover since EHRs have become more popular.



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Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
Gradable : automatic
Learning Outcome : 01.02

**18)** Of the following, which is *not* clinical information?

18) _____

A) patient's weight
B) medication list
C) age
D) physical exam

**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Bloom's : Understand
ABHES : 4.a Follow documentation guidelines
CAAHEP : VI.C.4 Define types of information contained in the patient's medical record
Topic : Electronic Health Record Applications
null : 2014 CAHIIM: I.D.1 Collect and maintain health data
null : 2018 CAHIIM: I.3. Identify policies and strategies to achieve data integrity.
Gradable : automatic
Learning Outcome : 01.03

**19)** A care provider is dictating a progress note into speech recognition while the patient is being seen. This dictation is occurring

19) _____



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A) after the physical exam.
B) at the point of care.
C) retrospectively.
D) instantaneously.

**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
ABHES : 4.a Follow documentation guidelines
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : Electronic Health Record Applications
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.03

**20)** In a physician's practice, the documentation of a patient's office visit is often referred to as a

20) _____

A) discharge summary.
B) physical exam.
C) history of present illness.
D) progress note.



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**Question Details**
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : 2 Medium
ABHES : 4.a Follow documentation guidelines
CAAHEP : VI.C.4 Define types of information contained in the patient's medical record
Topic : Electronic Health Record Applications
ABHES : 7.a Gather and process documents
null : 2014 CAHIIM: I.B.1 Analyze the documentation in the health record to ensure it supports the diagnosi
null : 2018 CAHIIM: I.4. Determine compliance of health record content within the health organization
Gradable : automatic
Learning Outcome : 01.03

**21)** The feature in EHRclinic that guides the user on how specific functions or applications work is known as

21) _____

A) Prime Assistance.
B) Help.
C) Prime Guide.
D) Prime Location.

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Topic : Use of the Help Feature
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
null : 2014 CAHIIM: VI.C.1 Utilize tools and techniques to monitor, report, and improve processes
Gradable : automatic
Learning Outcome : 01.05



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**22)** During the history of present illness, the healthcare professional asks Ron Albertson for his preferred pharmacy. The healthcare professional then enters the information into EHRclinic. After the care provider has examined and diagnosed Mr. Albertson, he prescribes Amoxicillin and electronically sends the prescription to Mr. Albertson's chosen pharmacy without having to enter any additional information into the ePrescribe module. This is an example of

22) _____

A) interoperability.
B) interfacing.
C) profitability.
D) seamlessness.

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
ABHES : 4.a Follow documentation guidelines
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2014 CAHIIM: II.C.1 Apply policies and procedures surrounding issues of access and disclosure of pro
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
null : 2018 CAHIIM: II.1. Apply privacy strategies to health information
Gradable : automatic
Learning Outcome : 01.02

**23)** The first step of the information chain in an electronic system is

23) _____

A) patient is checked in.
B) patient makes the appointment.
C) insurance verification is performed.
D) co-pay is collected.



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**Question Details**
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.04

**24)** The patient's bill for an encounter is ready to be sent to the insurer at what point in the encounter?

24) _____

A) after the patient has scheduled the appointment
B) after the patient has been seen by the care provider
C) after the care provider has documented a diagnosis or diagnoses and all charges have been posted
D) after the insurance company has pre-approved the visit to the care provider

**Question Details**
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
Difficulty : 2 Medium
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2018 CAHIIM: IV.2. Describe components of revenue cycle management and clinical documentation improv
null : 2018 CAHIIM: IV.2. RM Evaluate revenue cycle processes
Gradable : automatic
Learning Outcome : 01.04



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**25)** You are a healthcare professional at Summit Bay Health Center and you have just shown a patient, Mrs. Clark, to the check-out desk, where the billing coordinator had just taken the encounter form (superbill) for the visit. Dr. Daniels came to the window and stated that Mrs. Clark left the exam room before receiving her flu shot. What will occur in this case?

25) _____

A) Mrs. Clark has already given the encounter form to the billing coordinator, so she will need to make another appointment.

B) Mrs. Clark will be taken back to the exam room and will be given a flu shot; however, she will not be charged since she has actually already checked out.

C) Mrs. Clark will be taken back to the exam room; she will be given the injection by the healthcare professional, who will document it in Mrs. Clark's record and will then update the encounter form to reflect the charges for the flu shot; at that point, Mrs. Clark will return to the check-out desk.

D) Mrs. Clark will be taken back to the exam room and will be given the injection by the healthcare professional; she will then be free to leave.

**Question Details**
Accessibility : Keyboard Navigation
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
Difficulty : 2 Medium
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
ABHES : 4.a Follow documentation guidelines
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2014 CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health da
null : 2014 CAHIIM: I.D.1 Collect and maintain health data
null : 2018 CAHIIM: I.3. Identify policies and strategies to achieve data integrity.
Gradable : automatic
Learning Outcome : 01.04

**26)** EHRclinic is what kind of computer software?

26) _____



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A) practice management
B) practice management and electronic health records (EHR)
C) electronic health records (EHR)
D) registration/admission/discharge/transfer

**Question Details**
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
Bloom's : Understand
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
CAAHEP : VI.C.8 Differentiate between electronic medical records (EMR) and a practice management syst
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
Gradable : automatic
Learning Outcome : 01.01

**27)** Of the following, which does*not* need to be sent to an insurance company on the CMS-1500 claim form?

27) _____

A) patient's full name
B) patient's address
C) history of present illness
D) patient's date of birth



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**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
Bloom's : Understand
ABHES : 7.d Process insurance claims
CAAHEP : VIII.P.4 Complete an insurance claim form
null : 2018 CAHIIM: IV.2. Describe components of revenue cycle management and clinical documentation improv
null : 2014 CAHIIM: IV.A.1. Apply policies and procedures for the use of data required in healthcare reimbu
Gradable : automatic
Learning Outcome : 01.01

**28)** The steps listed below are carried out by which staff during an office visit?
Patient arrives for visit → Update patient information → Check in and collect co-pay → Start patient tracking

28) _____

A) care provider
B) clinical assistant/nurse
C) billing staff
D) registration/front-desk staff

**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
ABHES : 4.a Follow documentation guidelines
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2014 CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health da
null : 2014 CAHIIM: I.D.1 Collect and maintain health data
null : 2018 CAHIIM: III.7. Summarize standards for the exchange of health information
Gradable : automatic
Learning Outcome : 01.04

**29)** Joyce Burke is a healthcare professional working at Summit Bay Health Center. She is responsible for compiling insurance claims and checking them for completion. Which area of the office does Joyce most likely work in?



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29) _____

A) business office
B) check-out desk
C) front desk
D) clinical support

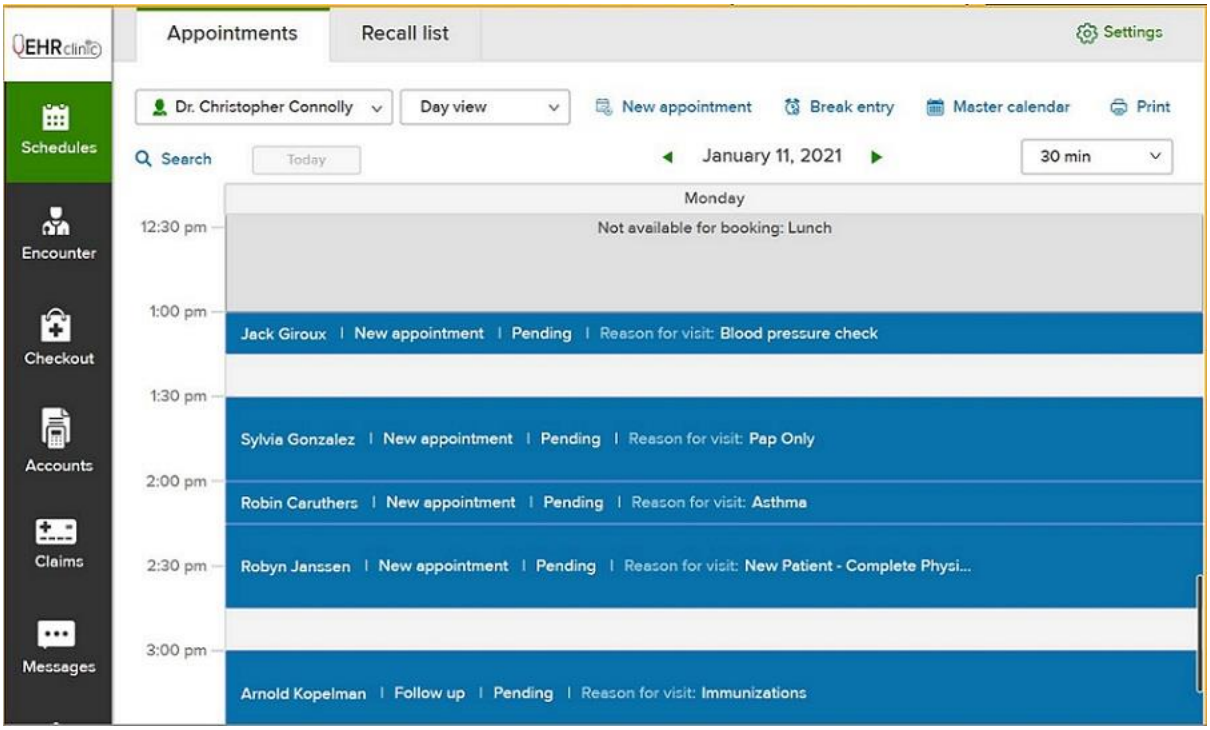
**Question Details**
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Bloom's : Understand
ABHES : 7.d Process insurance claims
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2014 CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health da
ABHES : 1.b Compare and contrast the allied health professions and understand their relation to medic
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
null : 2014 CAHIIM: I.D.1 Collect and maintain health data
Gradable : automatic
Learning Outcome : 01.04



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# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01

**30)**




In the screenshot above, which patient is being seen for a Pap smear?

30) _____

A) Jack Giroux
B) Robyn Janssen
C) Robin Caruthers
D) Sylvia Gonzalez

**Question Details**
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : Electronic Health Record Applications
Bloom's : Apply
Gradable : automatic
Learning Outcome : 01.03



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**31)** Of the following, which is an advantage of adopting an electronic health record?

31) _____

A) the cost of implementing an electronic system
B) the potential for interoperability with other computerized systems within the practice or hospital
C) the high learning curve
D) the requirement of little time or effort by the office staff

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2014 CAHIIM: II.C.1 Apply policies and procedures surrounding issues of access and disclosure of pro
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
null : 2018 CAHIIM: II.1. Apply privacy strategies to health information
Gradable : automatic
Learning Outcome : 01.02

**32)** Which of the following functions is carried out during the check-in steps?

32) _____

A) Healthcare professional takes medical history.
B) Patient calls office for appointment.
C) Healthcare professional updates patient information.
D) Healthcare professional posts patient charges.



Integrated Electronic Health Records 7th edition Shanholtzer Test Bank

# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01

**Question Details**
Accessibility : Keyboard Navigation
ABHES : 7.e Apply scheduling principles
Bloom's : Understand
Difficulty : 2 Medium
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
ABHES : 4.a Follow documentation guidelines
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
Gradable : automatic
Learning Outcome : 01.04

**33)** Which of the following is*not* a care provider?

33) _____

A) Medical Assistant
B) Certified Nurse Practitioner
C) Certified Nurse Midwife
D) Dentist

**Question Details**
Bloom's : Remember
Difficulty : 1 Easy
Accessibility : Keyboard Navigation
Topic : The Flow of Information from Registration through Processing of the Claim
ABHES : 1.b Compare and contrast the allied health professions and understand their relation to medic
CAAHEP : X.C.1 Differentiate between scope of practice and standards of care for medical assistants
null : 2014 CAHIIM: I.B.4 Differentiate the roles and responsibilities of various providers and disciplines
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
Gradable : automatic
Learning Outcome : 01.04



Integrated Electronic Health Records 7th edition Shanholtzer Test Bank

# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01

**SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.**

**34)** You are the office manager of Summit Internal Medicine. You have been encouraging the three care providers in the practice to convert completely to an electronic health record; currently they hand write their records and then clerical staff scans the records onto disk. They have asked you to give your arguments for conversion to a true electronic health record and to present it to them in written form by the end of the week. How will you argue the point for adoption of an EHR?

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
null : 2018 CAHIIM: I.4. Determine compliance of health record content within the health organization
null : 2018 CAHIIM: II.3. Identify compliance requirements throughout the health information life cycle.
Gradable : manual
Learning Outcome : 01.02

**35)** Give an example and explain why the processes outlined in the Clinical Staff/Care Provider Flowchart may need to be repeated once the patient checks out from her current visit.



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# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01

**Question Details**
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
Bloom's : Understand
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
ABHES : 4.a Follow documentation guidelines
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty : 3 Hard
Topic : The Flow of Information from Registration through Processing of the Claim
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
Gradable : manual
Learning Outcome : 01.04

**36)** There is a high learning curve when implementing an electronic health record. Describe what this statement means.

**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Difficulty : 2 Medium
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
null : 2018 CAHIIM: III.2. Utilize technologies for health information management.
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
Gradable : manual
Learning Outcome : 01.02

**37)** You have been asked to speak at a local organization about the electronic health record. You have been asked "Why has it taken so long to use computerized health records; other industries have conducted business by computer for a long time." How will you answer?



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**Question Details**
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
Topic : Why Adopt Electronic Health Record Applications
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
Difficulty : 3 Hard
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
null : 2018 CAHIIM: I.2. Apply policies, regulations, and standards to the management of information.
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
Gradable : manual
Learning Outcome : 01.02

**38)** Dr. Philips left Daniel James' paper chart in the office with him after she completed examining the patient. Doing so may cause concern. Why? How would the electronic record have changed this scenario?

**Question Details**
Accessibility : Keyboard Navigation
Bloom's : Understand
Difficulty : 2 Medium
ABHES : 4.a Follow documentation guidelines
Topic : Why Adopt Electronic Health Record Applications
ABHES : 4.c Follow established policies when initiating or terminating medical treatment
CAAHEP : X.C.4 Summarize the Patient Bill of Rights
null : 2014 CAHIIM: V.A.1 Analyze policies and procedures to ensure organizational compliance with regulati
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
null : 2018 CAHIIM: I.3. Identify policies and strategies to achieve data integrity.
null : 2018 CAHIIM: II.1. Apply privacy strategies to health information
null : 2018 CAHIIM: II.3. Identify compliance requirements throughout the health information life cycle.
null : 2018 CAHIIM: II.2. Apply security strategies to health information.
Gradable : manual
Learning Outcome : 01.02



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**39)** Name at least three functions that are carried out through the use of Practice Management software (be specific in your answer).

**Question Details**
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
Topic : Practice Management Applications
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
Bloom's : Understand
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
CAAHEP : VI.C.8 Differentiate between electronic medical records (EMR) and a practice management syst
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
Gradable : manual
Learning Outcome : 01.01

**40)** Name at least three functions that are carried out through the use of electronic health records software (be specific in your answer).



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# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01

**Question Details**
Difficulty : 1 Easy
ABHES : 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility : Keyboard Navigation
null : 2014 CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the con
CAAHEP : VI.P.6 Utilize an EMR
Bloom's : Understand
CAAHEP : VI.P.1 Manage appointment schedule using established priorities
null : 2014 CAHIIM: III.B.1 Explain the process used in the selection and implementation of health informat
null : 2014 CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Topic : Electronic Health Record Applications
CAAHEP : VI.C.8 Differentiate between electronic medical records (EMR) and a practice management syst
null : 2018 CAHIIM: I.1. Describe healthcare organizations from the perspective of key stakeholders.
null : 2018 CAHIIM: III.1. Apply health informatics concepts to the management of health information
CAAHEP : VI.C.12 Explain meaningful use as it applies to EMR
Gradable : manual
Learning Outcome : 01.03



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# Integrated Electronic Health Records Beth 4th Edition by Shanholtzer CH01
# Answer Key

Test name: CH01

1) C
An EHR system does not have a function to capture an insurance policy number; that would be part of a practice management program. The capture of past medical, family, and social history, known medication allergies, and details of operative procedure(s) is all clinical in nature, and is therefore part of the patient's health record.

2) D
Practice management software allows an office to computerize functions such as appointment scheduling and collections.

3) C
After vital signs and history are taken, a patient will see a care provider.

4) C
All functions related to billing, including filing medical claims, are administrative.

5) A
EHRclinic's User's Guide allows people to search for and familiarize themselves with many of the program's functions independently.

6) B
The master patient (person) index is a comprehensive roster of all patients ever receiving care in a hospital setting.

7) C
A clearinghouse processes insurance claims.



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8) B
Before making an appointment, the receptionist needs to know the condition or symptom(s) for which the patient is being seen before determining the amount of time allotted for each appointment.

9) A
Identifying data, such as name, address, and date of birth, is also called demographic data.

10) C
Patient Self-pay is not a type of medical insurance; Medicare is a federal program covering the elderly and disabled; Tricare is coverage for military; and Workers' Compensation covers work-related injuries or illnesses only.

11) C
EHRclinic uses a single database to house data so that data, such as provider's name, insurance data, etc., does not need to be entered more than once and, if changes are made, the changes carry over to the clinical and administrative databases, as necessary.

12) B
Moving to an electronic health record lessens the need for many office supplies used to house records, such as folders and clips for each file. Training costs will increase; transcription costs may or may not be affected, depending on the use of dictation within an electronic record; and copying costs may decrease, though not necessarily.

13) C
Training and hardware costs are incurred by the care provider or healthcare facility. Research and development costs are incurred by the software service provider.



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14) B
An EHR system must have a registration process, either as a part of the practice management system or as part of the EHR software itself. It is important not to have duplicate registrations, otherwise a unit record for each patient does not exist. Patients who have been seen previously and used another name (such as a maiden name) or errors in spelling can both result in duplicate registrations within the EHR.

15) A
ePrescribing is more efficient for a patient, since they are able to pick up prescriptions sooner, and there are more safeguards in place regarding drug-drug and drug-food interactions.

16) D
Hiring a scribe may eventually be done so that the physician can examine the patient rather than type in the computer, but he/she still needs to know the system so that the verbal dictation to the scribe is done in a logical manner; dictation would still take up the care provider's time; using a form and then transferring the notes into the EHR would be re-work and a time waster.

17) B
Because of the immediate availability of data about each patient, medication errors have decreased.

18) C
A patient's age is not clinical information.

19) B
Speech recognition technology allows a care provider to dictate information at the time care is being provided.

20) D



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The progress note includes such details as the physical exam and the history of the present illness. A discharge summary is used to document a patient's inpatient stay as opposed to a patient's outpatient visit with a physician.

21) B
EHRclinic's help feature is known simply as Help.

22) A
Interoperability refers to multiple products working together in a single database.

23) B
Before any information can be documented, the patient must first make an appointment.

24) C
Scheduling an appointment is the first step, and therefore no charges have been incurred as of that point; making an appointment does not mean the patient will actually be seen, so a bill cannot be sent to the insurer at that point. The patient does need to be seen by the care provider or another care provider, but a diagnosis or diagnoses need to be documented, and the charges for services rendered must be posted in the practice's billing system prior to a bill being generated. Even if preapproval is required, without the diagnosis or diagnoses and without the charges being posted, the bill cannot be generated (dropped).

25) C
The healthcare professional must document in the chart that the shot was administered and that the encounter form was updated to reflect all charges.

26) B



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EHRclinic is a combined Practice Management and EHR software.

27) C
Past medical history does not need to be sent to an insurance company; only certain identifying information, insurance information, and ICD and CPT codes describing the diagnoses and services provided are sent on the CMS-1500 claim form.

28) D
The registration or front-desk staff is responsible for the check-in and updating process.

29) A
The business office works with insurance claims.

30) D
Sylvia Gonzalez has an appointment for a Pap smear with Dr. Connolly

31) B
Adopting an electronic health record has the potential to allow interoperability with other computerized systems in healthcare settings.

32) C
Any updates to patient information are made during the check-in steps.

33) A
A medical assistant is not a care provider.

34) Answers will vary. Identify regulatory issues of continued use of all or part of a paper record. Use of the EHR will result in better patient care; quicker turnaround time for test results; ability to share information with other care providers when needed; ability to track information about patients more efficiently; ability to ePrescribe; built-in speech recognition technology; and potentially more secure than paper records.



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35) Answers will vary. A response might be: Dr. Daniels ordered a chest x-ray and a CBC for her patient, Doreen Gray. Ms. Gray is going to have her tests done at the hospital. The x-ray report comes back from the radiology department on one date, and the CBC results come back a week later. Dr. Daniels will need to review the results for each of these and then take appropriate action (order meds, call patient with results, schedule a follow-up exam, etc.).

36) Physicians are used to manually writing or dictating patients' health records; they are comfortable with that method and are reluctant to change, so learning a new system is not a priority. It takes a considerable amount of time to learn to efficiently collect information from the patient, examine the patient, and type the data into the computer; speed only comes with practice. All staff members, not just care providers, need to learn how to learn all relevant sections of the EHR software.

37) Answers may vary. There have been security concerns, with the fear of hackers or viruses doing damage to the data; it takes a long time to learn how to use an electronic record; and physicians feel it is too time-consuming and too costly to implement an electronic system. Also, there had to be a uniform or standard computer language used in an electronic health record so that information can be shared with other care providers. The business aspects of healthcare (billing, for instance) have been computerized for quite some time.

38) Answers may vary slightly. Daniel may remove some of the pages from his record. He may tamper with what is written by crossing out or adding to the written record. He may even walk out with it entirely. With an electronic record, the physician should have signed out, but if he hadn’t, the patient could have tampered with the record and changed data within the record.



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39) Keeping the appointment book/making appointments; registering the patient's administrative information; coding diagnoses and procedures; posting patient charges; generating patient statements; filing insurance claims, following up on accounts; running billing reports; and managing overdue accounts. There**should be *no* reference** to any clinical functions such as vital signs, physical exam, taking the patient's history, order entry, ePrescribing, etc.

40) Recording a patient's history; recording vital signs; recording the chief complaint; recording physical exam; creating letters to other care providers; orders tracking; ePrescribing; problem list; documenting the patient's diagnosis and ordering procedures; document follow-up instructions; and review and authenticate results of tests.



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