Plunkett's Procedures for the Medical Administrative Assistant (Canadian) 5th edition Ramsay Test Bank

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Chapter 01: Your Future as a Medical Administrative Assistant
Ramsay & Rutherford: Plunkett's Procedures for the Medical Administrative Assistant, 5th Edition

MULTIPLE CHOICE

1. A routine task frequently performed by a frontline receptionist includes:
   a. greeting patients.
   b. scheduling physician events.
   c. assessing performance of team members.
   d. arranging janitorial services.

   ANS: A
   Frontline reception includes greeting patients, answering the telephones, responding to electronic communications, and communicating messages to patients and staff.

   REF: p. 3 OBJ: 2

2. In a hospital setting the full team encompasses:
   a. the physician and yourself.
   b. nurse practitioners and nurses.
   c. staff working in your immediate department as well as staff in all hospital departments.
   d. supporting housekeeping and maintenance staff.

   ANS: C
   The hospital setting is a larger entity; therefore, all staff function as a collaborative team. In smaller settings like a private physician's the office team consists of a smaller collaborative group such as the physician and assistant.

   REF: p. 2 OBJ: 2

3. A medical office environment can be busy and have some stress-filled moments. A medical assistant needs to present:
   a. a calm, professional approach.
   b. a priority focus.
   c. a hectic and occupied approach.
   d. a perseverance and urgent focus.

   ANS: A
   Patients are often stressed in a medical environment and in stress-filled moments the health care team and patients will count on your calm and professional approach to assist them in feeling less overwhelmed.

   REF: p. 2 OBJ: 5

4. First impressions of an office or facility, such as a hospital or clinic, are often driven by the:
   a. the facility logo.
   b. location of the facility.
   c. the physician who conducts the examination or testing.

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d. the medical assistant as the person who greets patients as they arrive.

ANS: D
First impressions matter, the medical assistant is the voice of a practice as the first person to greet patients as they arrive and visit a facility. While the physician and location create an impression, it is not the first impression a patient has about the care they will receive.

REF: p. 4 OBJ: 4

5. When a physician is delayed or behind schedule, and in order to manage patients as they arrive, a client service approach would be to:
   a. check patient in once you know the physician can see them.
   b. inform patient the physician is behind schedule and there will be a delay.
   c. continue with your work until the physician is caught up.
   d. rescheduling the patient immediately.

   ANS: B
   If the physician is behind schedule, inform the patients when they arrive there is a delay. This will provide optimal client service as most people who visit the doctor's office are usually under stress, and it is the role of the medical administrative assistant to do their best to put the client as ease and keep them informed.

   REF: p. 4 OBJ: 4

6. The medical assistant understanding their role will display and present a calm manner with the ability to prioritize their workload. Which would best describe the medical assistant's behaviour?
   a. Professional
   b. Critical thinking
   c. Trained
   d. Health information

   ANS: A
   At all times the medical assistant should display professional behaviours and these include a calm approach and the ability to prioritize workload as part of the team.

   REF: p. 2 OBJ: 1

7. A specific personal quality of the medical assistant involves an understanding of how others are feeling in the moment. This is referred to as:
   a. integrity.
   b. honesty.
   c. empathy.
   d. loyalty.

   ANS: C
   Empathy is the ability to process and understand what another is experiencing. In the health care environment health care providers practice empathy in order to be an effective provider and assist all patients.

   REF: p. 3 OBJ: 1

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8. Medical assistants are required to develop this important skill set which enables them to complete a variety of medical reports and documents in a timely fashion:
   a. financial record keeping.
   b. speed recognition.
   c. basic pharmacology.
   d. fast and accurate keyboarding.

   ANS: D
   To keep pace with the volume of documentation in a medical setting the ability to utilize fast and accurate keyboarding skills is essential to manage workload. Accuracy of the documentation has implications for the care of the patient as well as legal implications surrounding the health record of the patient.

   REF: p. 3 OBJ: 2

9. Consideration for professional attire should include an awareness of environmental sensitivities people may experience. This translates to involve consideration for which known sensitivity?
   a. Fragrances
   b. Food
   c. Design
   d. Tattoos

   ANS: A
   The use of fragrances in a medical environment should be avoided due to allergic sensitivities of patients and co-workers. When a patient is ill often, their senses intensify and their sense of smell can be greater magnified.

   REF: p. 3 OBJ: 3

10. A traditional employment setting for the medical administrative assistant includes this setting:
    a. retail.
    b. hospital.
    c. accounting.
    d. school.

    ANS: B
    The traditional employment locations include private offices, clinics, and hospitals. Employment opportunities exist in long-term care and community outreach service areas as well.

    REF: p. 7 OBJ: 6

MULTIPLE RESPONSE

1. When considering the ethical obligations of a medical practitioner as well as their staff, the importance of how personal information is collected, used, maintained, and accessed falls under which of the following areas? *(Select all that apply.)*
   a. Management
   b. Confidentiality
   c. Privacy

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d. Record keeping

ANS: B, C
It is a medical assistant's responsibility to ensure the details of a patient's medical situation are not passed on to others without patient consent to uphold confidentiality. Privacy and confidentiality are often used interchangeably, privacy is a legal right related to how personal information is maintained and collected.

REF: pp. 4-5 OBJ: 2

2. Physicians have a legal obligation to provide patients with optimum care by avoiding: *(Select all that apply.)*
   a. negligent.
   b. competence.
   c. quality care.
   d. unprofessional actions.

   ANS: A, D
   Physicians have guidelines that direct they provide the best care possible by avoiding negligent and unprofessional acts this includes anyone acting as an agent for the physician in their practice.

   REF: p. 4 OBJ: 2

3. Confidentiality ties closely with the ability of the medical assistant to be: *(Select all that apply.)*
   a. disclosing.
   b. discreet.
   c. private.
   d. open.

   ANS: B, C
   Confidentiality requires the medical assistant to be discreet as in their role; they will be exposed significant information about a patient and their care. The ability to handle this information with privacy is a key guiding principle.

   REF: p. 4 OBJ: 1

4. In your employment as a medical assistant you will have access to patient records, if you are not involved directly with a patient's care, you should: *(Select all that apply.)*
   a. have no reason to view the records.
   b. access them as needed as all patient records are available.
   c. not snoop even just once.
   d. ask others on the team to view the records.

   ANS: A, C
   A medical assistant should not be accessing any records of patients is not directly involved in the patient's care. Staff have had their employment terminated for snooping. Facilities perform audits on their records on a consistent basis.

   REF: p. 5 OBJ: 2

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5. Steps, a medical administrative assistant, can initiate to avoid unnecessary stress in their work environment include: *(Select all that apply.)*
   a. performing several tasks at once.
   b. organizing duties.
   c. focus on non-urgent duties first.
   d. prioritizing tasks.

   ANS: B, D
   Organize and prioritize daily tasks helps to effectively deal with interruptions as they come along. This also helps to keep on track.

   REF: p. 5 OBJ: 5

COMPLETION

1. An individual in a medical environment who produces a keyed copy of dictated medical notes and hospital reports is referred to as a _____.

   ANS:
   transcriptionist

   The team member who produces keyed copies of dictated office notes, and who has superior keyboarding and proofing skills are referred to as a medical transcriptionist.

   REF: p. 1 OBJ: 6

2. Constructing a list of daily task which frees up head space. This list is referred to as a _____.

   ANS:
   to-do

   A to-do list is a standardized way of daily urgent and non-urgent tasks, as each one is checked off it provides a level of accomplishment and can motivate performance.

   REF: p. 6 OBJ: 2

3. Many employers in an effort to avoid burnout and stress of their employees offer an employee program involving exercise, relaxation techniques and nutritious choices this is referred to as workplace _____.

   ANS:
   wellness

   An employee wellness program has been proven to increase employee satisfaction, reduce burnout and manage stress more effectively.

   REF: p. 6 OBJ: 5

4. This department is responsible for the entry point in the hospital when a patient is placed into a unit within in the hospital. The department is known as _____.

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ANS:
admission

The admission department is where a patient is officially admitted and the recording documents are processed.

REF: p. 6 OBJ: 6

5. Public and private sector long-term care facilities require medical administrative assistants to fill the role of a unit _____.

ANS:
clerk

Employment opportunities exist for the medical assistant as a nursing unit clerk, working directly under the supervision of nurse managers in both hospitals and long-term care facilities.

REF: p. 7 OBJ: 6

TRUE/FALSE

1. The employment turn over in the medical assistant career field is high.

ANS: F
The turnover employment rate is low and the opportunities are diverse. According to Canada Job Bank approximately 19,000 new medical jobs will be available between 2017 and 2026.

REF: p. 2 OBJ: 6

2. Maintaining confidentiality and privacy are key components when providing patient care.

ANS: T
Maintaining confidentiality and privacy are essential, as patients trust the reason for a visit will remain the knowledge of that office and within the medical facilities involved directly in their care.

REF: p. 7 OBJ: 2

3. Preparing and sending diagnostic specimens collected to the appropriate laboratory is never handled by the medical assistant.

ANS: F
The medical assistant will perform a variety of task in the work environment including preparing and handling laboratory specimen to ensure their safe transmission.

REF: p. 3 OBJ: 2

4. Some of the non-patient clients and partners a medical assistant may encounter include pharmaceutical representatives, colleagues, and pharmacists.

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ANS: T
The physician will have many health-related touch points such as colleagues, and pharmacist seeking to clarify a prescription that has been written for a patient.

REF: p. 3 OBJ: 2

5. A social insurance number is required to secure health care services at a medical office in Canada.

ANS: F
The SIN is not required and requires no disclosure to obtain health services in Canada. A health card is often the document requested to secure health care.

REF: p. 5 OBJ: 2