

MEDICAL ASSISTING

Chapters 1–17: Office & Clinical Management

Name: _____ Date: _____

Section 1: Professional Standards & Certification

- 1. National Certification is a recognition of higher professional _____.
- 2. Questions about accreditation standards should be addressed to _____.

Practice Questions

- 3. Which of the following is a medical assistant responsible for while providing team-based care in a patient-centered medical home?
A. Adjust medication dosage based on laboratory results. B. Manage team members' schedules.
C. Appeal insurance denials. D. Contact patients for follow-up appointments.
- 4. Which of the following planes divides the body into superior and inferior portions?
A. Frontal B. Transverse
C. Sagittal D. Coronal
- 5. Which of the following is a reason for a medical assistant to complete continuing education units?
A. To guarantee a salary increase B. To maintain certification
C. To apply them toward a diploma D. To expand their scope of practice
- 6. Which of the following improves patient outcomes to save money by reducing hospital and emergency department visits?
A. Patient-centered medical home B. ICD-10-CM
C. Centers for Medicare & Medicaid Services D. Accountable care organizations
- 7. A patient who has been discharged from the hospital requires medication administration and wound care where they live. Which of the following ancillary services will provide care to the patient?
A. Physical therapy B. Social services
C. Ambulatory care D. Home health care

Section 2: Office Operations & Scheduling

- 8. After the medical office is opened, all _____ messages should be checked.
- 9. An acceptable type of information to provide in the waiting room is _____.
- 10. Grouping preoperative patients on specific days is called _____ scheduling.
- 11. Multiple patients booked per hour, seen in order of arrival, is called _____ scheduling.
- 12. A consistently late patient should be scheduled for the _____ appointment of the day.

13. Billing statements sent on a rotating schedule throughout the month is called _____ billing.
14. The abbreviation "NS" next to an appointment means _____.
15. When scheduling an inpatient admission, the MA should call _____ to schedule.
16. To send appointment reminders, an MA uses a _____ file.

Practice Questions

17. Four patients arrive at the same time for an appointment at a clinic using wave scheduling. Which of the following patients is likely to be seen first?
- A. The patient who was referred by a specialist B. The patient who has a follow-up appointment
- C. The patient who arrived first D. The patient who has a physical examination
18. Which of the following should a medical assistant obtain to determine how to prioritize a patient's appointment?
- A. Chief complaint B. Preauthorization requirements
- C. Past patient compliance D. Date of last office visit
19. Which of the following should be reported to the safety team to ensure the medical office is prepared for a fire?
- A. One emergency exit is available. B. Fire extinguishers' pins are intact.
- C. Multiplug adapters are not in use. D. Sprinkler heads are unobstructed.
20. Which of the following precautions require special air handling and ventilation?
- A. Contact B. Droplet
- C. Standard D. Airborne
21. A medical assistant should list a patient's subjective description of their pain as which of the following?
- A. Review of systems B. Social history
- C. Past medical history D. Chief complaint

Section 3: HIPAA, Privacy & Medical Records

22. In compliance with HIPAA, an MA must give patients a _____ statement.
23. HIPAA prevents releasing patient information regardless of the person's _____ to the patient.
24. To obtain outside laboratory results, an MA uses _____ resources.
25. In a POMR, pages are organized in _____ order.
26. To correct a documentation error, _____ through the incorrect entry.
27. A patient reporting a throbbing headache with family history of migraines is recorded as a _____ complaint.
28. A patient must provide _____ consent to allow access to their own health information.

29. A _____ (not the MA) is responsible for retrieving STAT lab results from an outside lab.
30. Discussing a patient's diagnosis in a facility hallway violates _____ policy.
31. A patient is considered new for billing if not seen by the provider in _____ years.

Practice Questions

32. A medical assistant receives an EKG order from the provider via practice management system. This is an example of which of the following?
- | | |
|--------------------------------------|----------------------------------|
| A. Computerized provider order entry | B. Verbal order |
| C. Patient portal | D. Optical character recognition |
33. A medical assistant is sending a fax concerning a patient to another office. Which of the following should the assistant include on the cover sheet?
- | | |
|-------------------------------------|----------------------------------|
| A. Patient's diagnosis | B. Privacy practices information |
| C. Patient's name and date of birth | D. Confidentiality notice |
34. A medical assistant is composing a professional letter to a patient. Which of the following patient identifiers should the assistant use in the salutation?
- | | |
|-----------------------|---------------------------|
| A. Reference notation | B. Title and name |
| C. Account number | D. Personal email address |

Section 4: Patient Communication & Rights

35. When speaking with a patient, focus solely on the _____.
36. With a deaf or non-English-speaking patient, _____ the patient and use explanatory gestures.
37. When a patient has anxiety, acknowledge the patient's _____ before proceeding.
38. If a minor's pregnancy test is done, results go to the _____.
39. When a patient reports intimate partner abuse, provide a list of relevant _____ organizations.
40. The right response to a new coworker's concerns is: "Everyone learns at a different _____"
41. When a patient refuses treatment, _____ them to discuss concerns with the provider.
42. With older adult patients, ask questions requiring a simple _____ answer.
43. When a patient is upset about a bill, listen and try to _____ the problem.

Practice Questions

- 44.** A patient comes into a provider's office and reports partner violence. Which of the following actions should the medical assistant take to assist this patient?
- A. Provide a list of relevant community organizations.
 - B. Share personal experience with the patient.
 - C. Counsel the patient on the situation.
 - D. Refer the patient to another provider.
- 45.** A medical assistant is helping fill out paperwork for a patient who is gender nonconforming. Which of the following statements should the assistant make?
- A. I apologize for having to ask about your gender.
 - B. You may indicate the gender with which you were born.
 - C. Which pronoun would you like me to use?
 - D. Are you male or female?
- 46.** Which of the following actions should a medical assistant take when communicating with a patient who is angry?
- A. Allow the patient to voice their anger.
 - B. Avoid making eye contact with the patient.
 - C. Provide reasons why the patient should not be angry.
 - D. Try to minimize the patient's feelings.
- 47.** Which of the following standards is addressed by The Joint Commission's National Patient Safety Goals towards improving patient safety?
- A. Create a disaster plan.
 - B. Follow patients' advance directives.
 - C. Identify patients correctly.
 - D. Comply with ADA accommodations.
- 48.** A medical assistant is rooming a patient and notices the patient is not making eye contact. Which of the following actions should the assistant take?
- A. Use vivid hand gestures.
 - B. Continue the rooming process.
 - C. Ask the patient to please make eye contact.
 - D. Decrease spatial distance with the patient.
- 49.** Which of the following should a medical assistant use when providing education to patients who speak a different language?
- A. Materials with large font
 - B. Nonverbal cues
 - C. Materials with pictures
 - D. Gestures
- 50.** After a minor surgical procedure, which of the following information should a medical assistant relay from the provider to the patient?
- A. Purpose of postoperative medication
 - B. Any complications during the procedure
 - C. Patient's prognosis based on the procedure
 - D. Amount due from the patient at check-out
- 51.** A medical assistant is discussing risks and benefits of a new treatment with a patient. Which of the following actions should the assistant take to communicate effectively?
- A. Get to the point quickly to allow shorter communication time.
 - B. Use medical terminology to ensure the patient understands the information.
 - C. Present the information in short phrases to reduce patient confusion.
 - D. Only review the risks associated with the treatment.
- 52.** A medical assistant is caring for a patient who has hearing loss. Which of the following actions should the assistant take?
- A. Use hand gestures.
 - B. Describe the medical process in technical terms.
 - C. Face the patient when speaking.
 - D. Speak loudly and firmly.

- 53.** Which of the following should a medical assistant recognize as unbiased care in a medical setting?
 A. Imposing on a patient's decisions regarding care B. Sharing personal etiquette beliefs
 C. Reinforcing a patient's religious beliefs D. Influencing care decisions based on cultural norms
- 54.** A medical assistant is preparing to perform an EKG. The assistant needs to shave the area to prevent interference with the electrodes. Which of the following types of consent must the assistant obtain prior to shaving the patient?
 A. Expressed B. Informed
 C. Implied D. Written
- 55.** A medical assistant enters an examination room without knocking. This is an example of which of the following?
 A. Duty of care B. Contributory negligence
 C. Libel D. Invasion of privacy
- 56.** Which of the following terms refers to providing support, skills, and knowledge to patients about their care?
 A. Coaching B. Consulting
 C. Documenting D. Prescribing
- 57.** What is the best way for a medical assistant to enhance effective communication when a conflict arises in the medical practice?
 A. Submit the complaint to a staff complaint box. B. Adhere to the chain of command.
 C. Address the conflict at the next staff meeting. D. Initiate mediation proceedings.
- 58.** Which of the following elements must be present to prove malpractice?
 A. Defamation of character B. Disease
 C. Denial D. Direct cause
- 59.** The partner of a patient comes into the office demanding to know what the patient was seen for and why they were charged for the visit. Which of the following is the best way for the medical assistant to handle this situation when no medical records release authorization form is on file?

- 60.** An 8-year-old patient presents with poor hygiene and a history of inconsistent school attendance. Which of the following actions should the medical assistant take?
 A. Consult with the provider and comply with local reporting requirements. B. Have the patient's guardian escorted to the waiting room.
 C. Complete patient intake and call emergency medical services. D. Create an incident report to give to the office manager.
- 61.** Which of the following is an example of teamwork?
 A. Cooperating with others to complete tasks B. Imposing personal opinions while in break room
 C. Demonstrating passive communication skills D. Allowing personal beliefs to influence performance
- 62.** Which of the following should a medical assistant direct a patient to when coaching as a patient care coordinator?
 A. Specialist for further testing B. Law firm to secure an advance directive
 C. Alternate provider for a second opinion D. Support group for diabetes

Section 5: Patient Rights & Legal Concepts

73. Entering a patient's room without permission is considered _____.
74. For organ donation, a patient prepares a _____.
75. The consent form explains the risks and _____ of a procedure.
76. The type of consent required for a routine urine glucose test is _____ consent.
77. Can a patient refuse treatment at any time? (Yes / No) _____
78. When a patient leaves without signing a refusal form, note it in the _____.
79. The form of consent used for an unconscious hospital patient is _____ consent.
80. Durable power of attorney allows a person to make _____ decisions for the patient.
81. When a patient cannot make decisions, durable POA _____ a health care proxy to act.
82. To document end-of-life wishes including organ donation, a patient prepares a _____.
83. A tort involving intentional deception to deprive someone of their rights is _____.
84. To withhold life-sustaining treatment, a _____ (DNR) note is added to the chart.

Practice Questions

85. Which of the following is an OSHA mandate for the prevention of exposure to potentially hazardous and infectious materials?
- A. Employees must accept the hepatitis B vaccine upon employment.
 - B. Employees must report the instances of exposure in writing to the supervisor within 24 hr.
 - C. Employers must keep records of employees exposed to occupational hazards for up to 1 year.
 - D. Employers must provide personal protective equipment for employees.
86. Which of the following schedules of controlled substances is classified as having no accepted medical use?
- A. IV
 - B. V
 - C. I
 - D. III
87. A medical assistant approaches a patient with a blood pressure cuff and a stethoscope. The patient rolls up their sleeve and positions their arm. Which of the following types of consent has the patient given?
- A. Verbal
 - B. Informed
 - C. Implied
 - D. Expressed
88. A patient visiting an urgent care states they have no medication left from the previous provider they saw 1 year ago. Which of the following actions should the medical assistant take?
- A. Verify the patient's identity.
 - B. Call in refills to the patient's pharmacy.
 - C. Make an appointment for the following week.
 - D. Give the patient pharmaceutical samples.

100. New patients review the practice's financial policies and _____ to be informed of procedures.
101. When preparing a purchase order, always include _____ for each item.
102. Update the clinical supplies list on a _____ schedule.
103. Hospital admission is recognized as a patient's _____ of care.
104. A fire extinguisher with an intact pin means the office is prepared for a _____.
105. Spontaneity and creativity in Maslow's hierarchy belong to self-_____.
106. Latex gloves can cause contact _____.
107. Examination rooms should be stocked with materials for _____ precautions.
108. When a fire is found in a trash can, use _____ (Rescue/Alert/Confine/Extinguish).

Practice Questions

109. Specific coding instructions for each CPT section are located in which of the following?
 A. Index
 B. Guidelines
 C. Appendix A
 D. Introduction
110. Which of the following does the resource-based relative value scale determine?
 A. The payment to the provider
 B. The copay for the provider's services
 C. The coinsurance the patient will owe
 D. The deductible for the patient
111. A medical assistant successfully obtains a prior authorization for services for a patient. The insurance will provide which of the following as confirmation?
 A. Employer identification number
 B. Indemnity schedule
 C. Authorization number
 D. Relative value scale
112. Which of the following insurance plans removes a patient from financial obligation?
 A. TRICARE
 B. Workers' compensation
 C. Medicaid
 D. Medicare
113. Which of the following Medicare parts covers durable medical equipment?
 A. Part A
 B. Part B
 C. Part C
 D. Part D
114. Which of the following can a patient access in their online portal?
 A. Telehealth visit
 B. Immunizations record
 C. Insurance claims
 D. Explanation of benefits
115. Which of the following is a tool to accommodate patients who live in rural areas?
 A. Email
 B. Phone
 C. Telehealth
 D. Video sharing sites
116. Which of the following should a medical assistant collect when checking a patient in for an appointment?
 A. Insurance precertification letter
 B. CMS-1500 claim form
 C. Patient's next of kin and emergency contact
 D. Patient's insurance card and photo ID

Section 7: Billing, Insurance & Coding

117. A managed care patient requiring surgery needs _____ obtained before proceeding.
118. Injury diagnosis codes are found in the _____ code book (Chapter 19: S00–T88).
119. For STI testing on an emancipated minor, the _____ is responsible for payment.
120. For insurance reimbursement, obtain data to complete the _____.
121. Medicaid removes a patient from financial _____.
122. A yearly exam plus an ECG counts as _____ procedure codes.
123. Determining whether a treatment is covered under insurance is called _____.
124. When Medicare doesn't cover a service, give the patient an _____ (ABN).
125. Billing at a higher level than services provided is called _____.
126. In the ICD-10 alphabetical index, start with a _____ term.
127. CMS-1500 is used for _____ medical billing.
128. When a PPO patient needs a specialist, the MA provides a _____ form.
129. For an urgent referral, get insurance authorization via _____.
130. After prior authorization, the insurance provides an authorization _____.
131. Preauthorization must be obtained _____ the procedure.

Practice Questions

132. A patient in their first virtual visit indicates they are unable to hear the provider on the call. Which of the following should the medical assistant advise the patient do to fix the issue?
- A. Check your camera.
 - B. Check your speakers.
 - C. Check your Wi-Fi connection.
 - D. Check your microphone.
133. Which of the following instructions should a medical assistant include to prepare a patient for a telehealth visit?
- A. Test the technology before the visit.
 - B. Check your email for updates during the visit.
 - C. Place the web camera across the room before the visit.
 - D. Have a snack and beverage available during the visit.
134. Which of the following styles of business letter has all elements left-justified on the page?
- A. Modified block with indented paragraphs
 - B. Simplified
 - C. Modified block
 - D. Block
135. A medical assistant scheduled three patients to arrive at 0900 and another three patients to arrive at 1000. This is an example of which of the following scheduling methods?
- A. Wave
 - B. Double booking
 - C. Cluster
 - D. Open

- 136.** Which of the following uses is a benefit of the patient portal that patients should be made aware of?
- A. Scheduling appointments B. Obtaining patient education for diagnosis
C. Reading patient-based physician reviews D. Requesting a new prescription
- 137.** A letter addressed to the provider with a legal facility as the return address is marked, "Personal and Confidential". Which of the following actions should the medical assistant take?
- A. Scan letter and attach in an email to the provider. B. Give unopened letter to the provider.
C. Open letter and attach envelope with a paper clip. D. Leave opened letter in the provider's office.
- 138.** Which of the following instructions should a medical assistant provide to a patient to facilitate a virtual visit?
- A. Enable location sharing. B. Mute the microphone when not speaking.
C. Display insurance card via webcam. D. Send questions via email before the visit.
- 139.** Which of the following aids in reducing patient cancellations and no-shows?
- A. Spear-phishing emails B. Malware
C. Point-of-care tools D. Tickler file
- 140.** Which of the following actions should a medical assistant take when conducting patient intake via telehealth?
- A. Use a colorful background wall as a visual aid. B. Keep camera at eye level.
C. Keep microphone on at all times. D. Send all instructions via the patient portal.
- 141.** A medical assistant sees that a patient has signed an Advance Beneficiary Notice for a test that the patient requested. After receiving a denial of payment from the insurance company, which of the following actions should the assistant take?
- A. Write off the patient's balance. B. Resubmit the claim.
C. Send an appeal to the insurance company. D. Bill the patient.

Section 8: CPT Code Categories

- 142.** Category I CPT codes describe _____ procedures (most used).
- 61.1.** Category II codes facilitate _____ collection related to quality-performance measurements.
- 61.2.** Category III codes describe _____ / experimental technologies.
- 61.3.** A Modifier code indicates a procedure was altered by a specific _____.

Practice Questions

- 143.** Which of the following is a capability of the electronic health record software?
- A. Making a provisional diagnosis B. Appointment reminders
C. Authorization approval D. Contacting provider after hours
- 144.** A patient is scheduled for an orthopedic consultation. The medical assistant should ensure the health record includes which of the following?
- A. Radiology report B. Tympanometry measurements
C. Lipid panel D. Urinalysis results

- 155.** Which of the following information should a medical assistant use as a patient identifier along with name and date of birth?
- A. Zip code
B. Cellular phone number
C. Medical record number
D. Spouse name
- 156.** Which of the following uses optical character reading to enter information into a patient's electronic health record?
- A. Artificial intelligence
B. Keyboarding
C. Scanning
D. Internal hard drive
- 157.** Which of the following number of identifiers should a medical assistant use to verify a patient's identity?
- A. 1
B. 2
C. 4
D. 3

Section 9: Clinical Procedures & Patient Care

- 158.** During infant head circumference measurement, place the child in _____ position.
- 159.** For infants, use the _____ pulse point for heart rate measurement.
- 23.1.** For capillary collection from a child, _____ is the main deciding factor.
- 23.2.** For an infant under 1 year, the _____ is the preferred collection site.
- 160.** When transferring a patient from wheelchair to table, _____ when lifting.
- 161.** For work accommodations, a patient refers to _____.
- 162.** The goal of patient-centered care is to improve patient experience, safety, and _____.
- 163.** When a child ingests a cleaning solution, the parent should call _____.
- 164.** An MA must provide preoperative and _____ instructions to the patient.
- 165.** Emergency contact information must be obtained _____ surgery.
- 166.** For gallbladder series, chest X-ray, abdominal CT, and lower GI — start with _____ and end with GI studies.
- 167.** For mandatory child immunizations, refer the patient to _____.
- 168.** Before releasing a patient after an in-office cyst removal, provide _____ instructions.
- 169.** To review medication dosage for a recently seen patient, look at the plan of _____.
- 170.** The expected outcome from teaching a new medication plan is patient _____.
- 171.** When referring a patient for an MRI, confirm _____ and insurance info before they leave.

172. For a post-mastectomy visit, ensure the _____ report from the hospital was obtained.

173. When reviewing medication dosage, review the plan of care as part of the _____ note.

174. For allergy skin testing, instruct the patient to stop _____ for 3–10 days prior.

175. Before a contrast CT scan, confirm no allergic reaction to shellfish — _____ contrast is used.

Section 10: Safety, OSHA & Infection Control

176. Flammable solutions are identified by a _____ label.

177. When using a new cleaning solution, consult the _____ to identify hazards.

178. After blood squirts on the floor, per OSHA, first _____ the exposed area.

179. Is OSHA bloodborne pathogen training provided at no cost to employees? (Yes / No)

180. Per OSHA, training on new safety devices must be conducted _____.

181. If child abuse is suspected, the MA must immediately report to the _____.

182. OSHA requires employers to provide _____ to prevent hazardous material exposure.

183. Per OSHA, the exposure control plan must be reviewed _____ (frequency).

184. To arrange bloodborne pathogen training, consult with _____.

185. Using an alcohol-based rub for hand decontamination is proper _____ technique.

186. Before disposing of a sharps container, document removal in the facility _____.

187. The organization that enforces safety conditions in the medical office is _____.

188. A risk of bloodborne pathogen exposure occurs when taking a patient's _____ temperature.

Section 11: Vital Signs

189. A BP of 104/45 mmHg must be reported — the normal pulse pressure range is _____ mmHg.

190. Adult HR 105/min with normal temp and BP 94/62 — document _____ cardia.

191. The Korotkoff tapping sound during BP measurement represents _____ blood pressure.

192. If BP is elevated in an upset patient, recheck after _____ minutes.
193. A 4-week-old infant with HR 80/min must be reported — normal range is 120–
_____/min.
194. Palpatory BP is obtained from the _____ artery (thumb side of wrist).

Section 12: Mental Health & Human Psychology

195. A common physical manifestation of depression is decreased _____.
196. Financial stress can lead to _____.
197. Erratic thought patterns may indicate possible substance _____.
198. Refusing to acknowledge a loss is the _____ stage of grief.