

***Today's Medical Assistant 3rd edition Bonewit-West
Test Bank***

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Chapter 02: The Professional Medical Assistant

Bonewit-West: Today's Medical Assistant, 3rd Edition

MULTIPLE CHOICE

Directions: Choose the best answer. Each answer is worth 2.2 points.

1. Which of the following changes in medical care encouraged the development of medical assisting as a profession?
 - A. Physicians made more house calls.
 - B. Medical offices had to submit insurance forms for patients covered by government insurance plans.
 - C. Patients were given specific appointment times instead of just coming at any time.
 - D. Patients were sent to the hospital for diagnostic testing.

ANS: B

REF: p. 20 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.a.

2. What is meant by the term “defensive medicine”?
 - A. Patients are more likely to sue a physician today than 50 years ago.
 - B. Malpractice insurance costs have risen sharply over the past 50 years.
 - C. Physicians order more diagnostic tests than before as a defense against a possible lawsuit.
 - D. Performing diagnostic tests in the medical office increases the overhead or cost of doing business.

ANS: C

REF: p. 20 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 4.e.

3. When was the American Association of Medical Assistants organized?
 - A. 1956
 - B. 1966
 - C. 1978
 - D. 1988

ANS: A

REF: p. 20 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.b.

4. What is a means for medical assisting programs to demonstrate high quality?
 - A. Advertising in professional journals
 - B. Gaining and maintaining accreditation
 - C. Establishing programs that last at least 2 years
 - D. Including a practical experience in the program

ANS: B

REF: p. 20 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.b.

5. What is the name given to the practical experience in a physician office that is included in a medical assisting program?
- A. Internship
 - B. Practicum
 - C. Supervised placement
 - D. Externship

ANS: D

REF: p. 21| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.a.

6. What is an advantage to a student of completing an accredited medical assisting program?
- A. After graduation, the student can easily obtain advanced placement toward a bachelor's degree.
 - B. After graduation, the student is eligible to take a medical assisting certification examination.
 - C. After graduation, the student is more likely to be hired by the externship site.
 - D. After graduation, the student automatically becomes certified.

ANS: B

REF: p. 21| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.a.

7. If a medical assistant performs only those procedures that he or she is trained for and allowed to perform by law, what is being demonstrated?
- A. Doing the job
 - B. Being appropriate
 - C. Working within the scope of practice
 - D. Refusing to be a team player

ANS: C

REF: p. 21| CAAHEP Competency (2008):| CAAHEP Competency (2015): X.C.1.| ABHES Competency: 4.f.1.

8. Which of the following is/are important character traits for a medical assistant?
- A. Being tolerant of different beliefs and attitudes
 - B. Limiting himself or herself to only the specific tasks that have been assigned
 - C. Taking responsibility to tell patients when they should change their medications
 - D. Expressing an interest in fashion and stylish appearance on the job
 - E. All of the above

ANS: A

REF: p. 21

9. Which medical assistant is likely to be most successful?
- A. One who rushes through tasks to finish everything quickly
 - B. One who uses every spare moment calling his or her child's daycare center
 - C. One who can remain calm when things do not go as planned
 - D. One who places the most emphasis on accurate paperwork

ANS: C

REF: p. 22| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

10. Why are neatness and good grooming important for medical assistants?
- A. They help the medical assistant project a professional image.
 - B. Clean hair and hands help prevent the spread of infection.
 - C. If medical office staff looks professional, it helps patients believe that they will receive competent care.
 - D. Excessive jewelry can become tangled in equipment or tear gloves.
 - E. All of the above.

ANS: E

REF: p. 22| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

11. How can the medical assistant maintain a professional appearance?
- A. Wear a business suit when attending to patients in an examination room.
 - B. Keep long artificial nails well maintained and neatly polished.
 - C. Limit jewelry to post earrings and a plain wedding band (if married).
 - D. Wear long hair down as long as it is clean.
 - E. All of the above.

ANS: C

REF: p. 22| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

12. Which of the following actions should the medical assistant take without being asked?
- A. Restock examination rooms if there is no patient waiting.
 - B. Order new magazine subscriptions for the office waiting room.
 - C. Rearrange the furniture in the waiting room.
 - D. Remove and shred files of patients who have not been seen within the past three years.

ANS: A

REF: p. 23| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

13. Which of the following behaviors demonstrates that a medical assistant fails to work well with others?
- A. Accepting criticism and trying to improve performance
 - B. Working within the established chain of command
 - C. Helping another staff member when work is busy
 - D. Complaining about staff members who do not pull their weight

ANS: D

REF: p. 24| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

14. What is a key concept of the Hippocratic oath?
- A. Keep good records.
 - B. Collect a fee from every patient.
 - C. Do no harm.
 - D. Refer patients to another physician as needed.

ANS: C

REF: p. 25| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency:

15. Which of the following is an important element of professionalism for medical assistants and physicians?
- A. Prioritizing care for patients who have important jobs
 - B. Always protecting other health professionals from criticism or censure, no matter how they behave
 - C. Accepting only a few patients with Medicaid insurance
 - D. Obtaining continuing education to stay current in the profession

ANS: D

REF: p. 28 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

16. Which of the following agencies accredits medical assisting education programs?
- A. OSHA
 - B. CAAHEP
 - C. AMA
 - D. ASCP

ANS: B

REF: p. 20 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.c.

17. What credential is obtained if a medical assistant passes the certification examination in medical assisting given by the American Medical Technologists (AMT)?
- A. CMA (AAMA)
 - B. RMA
 - C. EMT
 - D. CPR

ANS: B

REF: p. 27 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.c.

18. Which areas of specialization offer certification in addition to a general certification in medical assisting?
- A. Podiatric medical assistant
 - B. Medical administrative specialist
 - C. Certified coding specialist—physician-based
 - D. Ophthalmic medical assistant
 - E. All of the above

ANS: E

REF: p. 27 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.b.

19. How often must a CMA (AAMA) (certified medical assistant) recertify to continue to use the credential?
- A. Every year
 - B. Every 3 years
 - C. Every 5 years
 - D. Every 7 years

ANS: C

REF: p. 28 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.c.

20. How many contact hours must an RMA (registered medical assistant) obtain in order to recertify?
- A. 30 contact hours
 - B. 20 contact hours
 - C. 10 contact hours
 - D. 5 contact hours

ANS: A

REF: p. 28 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.c.

21. How can a medical assistant find approved educational programs to meet his or her continuing education needs?
- A. Any college course qualifies as continuing education.
 - B. Professional organizations offer approved continuing education programs at their meetings.
 - C. Through medical journals published for physicians.
 - D. None of the above.

ANS: B

REF: p. 28 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

22. Which of the following is a service typically provided for members by professional organizations?
- A. Passing legislation that improves conditions for the profession
 - B. Providing employment
 - C. Providing continuing education opportunities
 - D. Providing malpractice and liability insurance

ANS: C

REF: p. 28 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.b.

23. What type of records may medical assistants maintain and/or file?
- A. Paper medical records
 - B. Insurance records
 - C. Dictated progress notes
 - D. Paper laboratory results
 - E. All of the above

ANS: E

REF: p. 30 | CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

24. Which activity is performed by the medical assistant so that the medical office can be paid for services to patients?
- A. Filing medical records

- B. Assisting the physician with procedures
- C. Coding procedures and diagnostic tests
- D. Setting fees for each service performed in the medical office

ANS: C

REF: p. 29| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

25. Which of the following activities might the medical assistant perform in the medical office?
- A. Paying bills such as rent, insurance, electricity, etc.
 - B. Writing prescriptions for medications patients should take
 - C. Deciding when a patient needs X-rays
 - D. Hiring and supervising all staff in the medical office

ANS: A

REF: p. 29| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

26. Which of the following would be included in risk management?
- A. Documenting all patient payments
 - B. Ordering both administrative and clinical supplies
 - C. Maintaining proper infection control measures
 - D. Keeping accurate personnel records

ANS: C

REF: p. 30| CAAHEP Competency (2008):| CAAHEP Competency (2015): X.C.7.i.| ABHES Competency: 4.e.

27. Which of the following is most likely to be a responsibility of the medical assistant in a medical office?
- A. Instructing patients about the meaning of systolic and diastolic blood pressure
 - B. Coaching patients to maintain health through proper diet and exercise
 - C. Creating a brochure to instruct a patient about the cause and treatment of his or her disease
 - D. Telling a patient exactly how hazardous waste is discarded and removed from the medical office

ANS: B

REF: p. 30| CAAHEP Competency (2008):| CAAHEP Competency (2015): V.C.6.a.| ABHES Competency: 1.d.

28. What type of responsibility is it when the medical assistant helps the physician during a physical examination?
- A. Clinical
 - B. Administrative
 - C. Management
 - D. Educational

ANS: A

REF: p. 29| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

29. According to the chapter, which of the following is an example of an administrative responsibility of the medical assistant?
- A. Preparing patients for examination
 - B. Providing information to a patient about obtaining services from visiting nurses
 - C. Processing laboratory specimens
 - D. Scheduling office appointments and consultations

ANS: D

REF: p. 28| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

30. In what type of settings are the majority of medical assistants employed?
- A. Medical laboratories
 - B. Nursing care facilities
 - C. Physician offices
 - D. Government agencies

ANS: C

REF: p. 31| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

31. What is the primary role of a patient navigator?
- A. Assisting a patient to walk from one part of a facility to another
 - B. Telling a patient where the medical office is located and where to park
 - C. Coaching patients to make changes in lifestyle to meet their health needs
 - D. Removing obstacles patients face in accessing and receiving treatment

ANS: D

REF: p. 31| CAAHEP Competency (2008):| CAAHEP Competency (2015): V.C.13| ABHES Competency: 5.c.

32. What is the most direct route for career advancement for a medical assistant?
- A. Medical assisting instructor
 - B. Office or practice manager
 - C. Registered nurse
 - D. Respiratory therapy

ANS: B

REF: p. 31| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.b.

33. Which of the following is a typical medical assisting clinical responsibility and within the scope of practice of a medical assistant?
- A. Applying hot or cold packs or compresses
 - B. Suturing a wound
 - C. Starting and maintaining an IV
 - D. Prescribing common medications

ANS: A

REF: p. 30| CAAHEP Competency (2008):| CAAHEP Competency (2015): X.C.1.| ABHES Competency: 4.f.1.

TRUE/FALSE

1. *Initiative* is the ability to begin or carry through on a plan of action independently.

ANS: T

REF: p. 32| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

2. Attending an accredited medical assisting program guarantees employment.

ANS: F

REF: p. 27| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.a.

3. Neatness and grooming are important not only for professionalism, but also for reasons of health and safety.

ANS: T

REF: p. 22| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 11.b.

4. Maintaining confidentiality is part of a medical assistant's legal and ethical responsibilities.

ANS: T

REF: p. 25| CAAHEP Competency (2008): | CAAHEP Competency (2015): XI.C.1.a.| ABHES Competency: 4.g.

5. Wearing multiple rings while working with patients is usually fine as long as proper handwashing procedures are followed.

ANS: F

REF: p. 23| CAAHEP Competency (2008): | CAAHEP Competency (2015): III.C.4| ABHES Competency: 9.a.

6. Once a national certification is obtained, no further education is ever required.

ANS: F

REF: p. 28| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.c.

7. *Risk management* refers to sterilization procedures in the medical setting.

ANS: F

REF: p. 30| CAAHEP Competency (2008): | CAAHEP Competency (2015): X.C.7.i.| ABHES Competency: 4.e.

8. The two most prominent professional medical assisting organizations are the AAMA and the AMA.

ANS: F

REF: p. 20| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.b.

9. Medical assistants may gain additional training and certify in medical specialties such as ophthalmology or podiatry.

ANS: T

REF: p. 27| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.c.

10. With the increasing use of electronic medical systems, one of the medical assistant's administrative responsibilities may be scanning laboratory reports and other paper records into the computer.

ANS: T

REF: p. 29| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

11. It is often the medical assistant's responsibility to educate patients about office procedures and policies.

ANS: T

REF: p. 30| CAAHEP Competency (2008): | CAAHEP Competency (2015): | ABHES Competency: 1.d.

12. A medical assistant should always determine the legal scope of practice for a medical assistant in the state in which he or she intends to work, because state laws can vary widely.

ANS: T

REF: p. 24| CAAHEP Competency (2008): | CAAHEP Competency (2015): X.C.1.| ABHES Competency: 4.f.1.