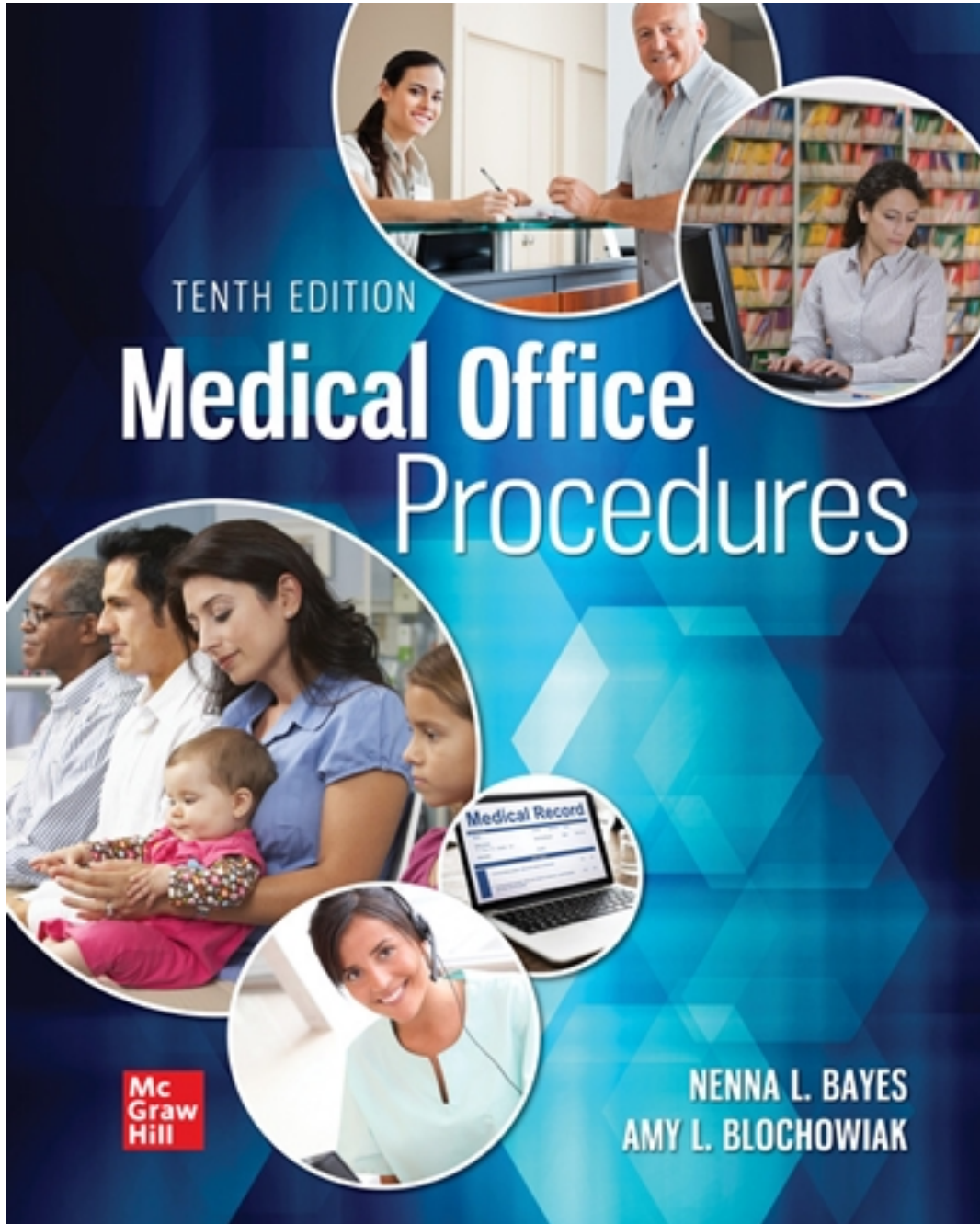


# Test Bank for Medical Office Procedures 10th Edition by Bayes

[CLICK HERE TO ACCESS COMPLETE Test Bank](#)



# Test Bank

# Medical Office Procedures 10th Edition by Bayes CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

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

1) Patient medical records are sometimes called

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

## Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

ABHES : 7.a. Gather and process documents

CAAHEP : VI.C.4. Define types of information contained in the patient's medical record

CAHIIM : I.A.1

Accessibility : Keyboard Navigation

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

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

# Medical Office Procedures 10th Edition by Bayes CH01

## Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

ABHES : 7.g. Display professionalism through written and verbal communications

CAAHEP : V.C.8. Discuss applications of electronic technology in professional communication

CAHIIM : I.B.1

Accessibility : Keyboard Navigation

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

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

## Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

CAHIIM : I.A.1

CAHIIM : I.B.1

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

Accessibility : Keyboard Navigation

4) The administrative medical assistant needs which types of math skills?

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

# Medical Office Procedures 10th Edition by Bayes CH01

## Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

CAAHEP : II.C.1. Demonstrate knowledge of basic math computations

CAAHEP : II.C.2

CAAHEP : II.C.3

CAAHEP : II.C.4

CAAHEP : II.C.5

CAAHEP : II.C.6

CAAHEP : II.P.1

CAAHEP : II.P.2

CAAHEP : II.P.3

CAHIIM : I.D.1

CAHIIM : I.D.2

CAHIIM : I.D.4

Accessibility : Keyboard Navigation

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

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

# Medical Office Procedures 10th Edition by Bayes CH01

## Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

CAHIIM : I.B.1

ABHES : 7.e. Apply scheduling principles

CAAHEP : VI.C.1. Identify different types of appointment scheduling methods

CAAHEP : V.P.3

CAAHEP : V.P.4

CAAHEP : V.P.5

CAHIIM : I.B.3

CAHIIM : I.C.1

Accessibility : Keyboard Navigation

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

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

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.02

Topic : Administrative Medical Assisting Personal Attributes

CAAHEP : IV.A.3

CAAHEP : IV.A.8

ABHES : 5.a

CAAHEP : IV.A.1

CAAHEP : IV.A.5

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

ABHES : 1.a. Describe the current employment outlook for the medical assistant

Accessibility : Keyboard Navigation

8) A(n) \_\_\_\_\_ provides care during pregnancy and childbirth.

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : V.C.10. Define medical terms and abbreviations related to all body systems

Accessibility : Keyboard Navigation

9) A \_\_\_\_\_ investigates the causes of disease.

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : V.C.10. Define medical terms and abbreviations related to all body systems

Accessibility : Keyboard Navigation

10) A(n) \_\_\_\_\_ maintains pain relief and bodily function stability during surgery.

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : V.C.10. Define medical terms and abbreviations related to all body systems

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

CAAHEP : X.P.1

CAAHEP : X.P.2

Accessibility : Keyboard Navigation

12) Physicians rank \_\_\_\_\_ as the most important employee trait.

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

13) A thorough administrative medical assistant produces work that is \_\_\_\_\_.



## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

15) To take action independently is to show \_\_\_\_\_.

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

CAAHEP : X.C.2. Compare and contrast provider and medical assistant roles in terms of standards of ca

Accessibility : Keyboard Navigation

## Medical Office Procedures 10th Edition by Bayes CH01

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

CAAHEP : X.C.2. Compare and contrast provider and medical assistant roles in terms of standards of care

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAAHEP : IX.P.4

CAAHEP : IX.P.8

Accessibility : Keyboard Navigation

## Medical Office Procedures 10th Edition by Bayes CH01

19) AHIMA offers \_\_\_\_\_ certification exams in coding.

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAHIIM : I.D.1

CAHIIM : I.D.2

CAHIIM : I.D.4

CAAHEP : IX.P.4

CAAHEP : IX.P.8

CAHIIM : I.D.3

CAHIIM : I.D.5

CAHIIM : I.D.6

Accessibility : Keyboard Navigation

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

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

# Medical Office Procedures 10th Edition by Bayes CH01

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAAHEP : IX.P.8

Accessibility : Keyboard Navigation

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

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

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

Accessibility : Keyboard Navigation

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

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

# Medical Office Procedures 10th Edition by Bayes CH01

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 7.g. Display professionalism through written and verbal communications

ABHES : 5.b. Provide support for terminally ill patients

CAAHEP : C.V.6. Define coaching a patient as it relates to:

CAAHEP : V.C.6.e adaptations relevant to individual patient needs

CAAHEP : IV.C.1

CAAHEP : IV.C.7

Accessibility : Keyboard Navigation

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

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

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

CAHIIM : I.B.1

CAHIIM : I.B.2

Accessibility : Keyboard Navigation

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

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

## Medical Office Procedures 10th Edition by Bayes CH01

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

CAHIIM : I.B.2

ABHES : 1.b. Compare and contrast the allied health professions and understand their relationship to

CAAHEP : X.C.2. Compare and contrast provider and medical assistant roles in terms of standards of ca

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 5.i. Demonstrate cultural awareness

CAAHEP : V.C.18. Discuss examples of diversity:

CAAHEP : V.C.18.a. cultural

CAAHEP : V.C.18.b. social

CAAHEP : V.C.18.c. ethnic

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Difficulty : 3 Hard

Bloom's : Understand

ABHES : 7.g. Display professionalism through written and verbal communications

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : V.C.1. Identify styles and types of verbal communication

Accessibility : Keyboard Navigation

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

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



## Medical Office Procedures 10th Edition by Bayes CH01

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

Difficulty : 3 Hard

Bloom's : Understand

CAHIIM : I.A.1

CAHIIM : I.B.1

CAHIIM : I.C.1

ABHES : 10.b. Demonstrate professional behavior

CAHIIM : I.B.2

ABHES : 10.a. Perform the essential requirements for employment such as resume writing, effective int

CAAHEP : V.C.13

CAAHEP : V.C.2

CAAHEP : V.C.5

CAAHEP : VII.P.3

CAHIIM : I.C.6

Accessibility : Keyboard Navigation

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

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

Difficulty : 3 Hard

Bloom's : Analyze

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

Accessibility : Keyboard Navigation

## Medical Office Procedures 10th Edition by Bayes CH01

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

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

Difficulty : 3 Hard

Bloom's : Analyze

ABHES : 1.a. Describe the current employment outlook for the medical assistant

Accessibility : Keyboard Navigation

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

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.02

Topic : Administrative Medical Assisting Personal Attributes

Difficulty : 3 Hard

Bloom's : Analyze

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

Difficulty : 3 Hard

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : IV.C.7

CAAHEP : IV.P.3

Accessibility : Keyboard Navigation

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

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

Bloom's : Analyze

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

34) \_\_\_\_\_ is sensitivity to other people's feelings and situations.

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.02

Topic : Administrative Medical Assisting Personal Attributes

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Difficulty : 2 Medium

ABHES : 5.i. Demonstrate cultural awareness

CAAHEP : V.C.18. Discuss examples of diversity:

CAAHEP : V.C.18.a. cultural

CAAHEP : V.C.18.b. social

CAAHEP : V.C.18.c. ethnic

Accessibility : Keyboard Navigation

36) \_\_\_\_\_ is a trait that results in complete, neat, and correct tasks.

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

Bloom's : Analyze

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

37) \_\_\_\_\_ is a certifying body that provides certification opportunities for medical coders.

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

Difficulty : 2 Medium

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

Accessibility : Keyboard Navigation

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

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

Difficulty : 2 Medium

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

41) \_\_\_\_\_ is the ability to speak and act considerately in various situations.

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Est Time : 0-1 Minute

Bloom's : Understand

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

CAAHEP : IX.P.4

Accessibility : Keyboard Navigation

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



## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Bloom's : Remember

Est Time : 0-1 Minute

Difficulty : 2 Medium

CAHIIM : I.D.4

CAAHEP : IX.P.8

CAHIIM : I.B.2

CAAHEP : X.C.3. Describe components of the Health Information Portability and Accountability Act (HIP

CAAHEP : IX.P.3

Accessibility : Keyboard Navigation

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

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Bloom's : Remember

Est Time : 0-1 Minute

Difficulty : 2 Medium

CAAHEP : V.C.8. Discuss applications of electronic technology in professional communication

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

CAHIIM : I.C.1

CAHIIM : I.C.6

Accessibility : Keyboard Navigation

## Medical Office Procedures 10th Edition by Bayes CH01

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

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

ABHES : 7.a. Gather and process documents

CAAHEP : V.P.7

Accessibility : Keyboard Navigation

46) Excellent \_\_\_\_\_ skills often come from a genuine desire to work with people.

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

ABHES : 10.b. Demonstrate professional behavior

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.02

Topic : Administrative Medical Assisting Personal Attributes

ABHES : 7.g. Display professionalism through written and verbal communications

CAAHEP : V.C.1. Identify styles and types of verbal communication

Accessibility : Keyboard Navigation

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

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Est Time : 0-1 Minute

Bloom's : Understand

Difficulty : 2 Medium

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

CAAHEP : IV.C.4

CAAHEP : IV.P.11

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Learning Outcome : 01.01

Topic : Tasks and Skills

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

ABHES : 7.g. Display professionalism through written and verbal communications

CAAHEP : V.C.1. Identify styles and types of verbal communication

CAAHEP : IV.C.4

CAAHEP : IV.P.11

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

ABHES : 1.a. Describe the current employment outlook for the medical assistant

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Est Time : 0-1 Minute

Learning Outcome : 01.02

Topic : Administrative Medical Assisting Personal Attributes

Bloom's : Analyze

Difficulty : 2 Medium

ABHES : 5.h. Display effective interpersonal skills with patients and health care team members

CAAHEP : IV.P.2

Accessibility : Keyboard Navigation

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

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

# Medical Office Procedures 10th Edition by Bayes CH01

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.03

Topic : Employment Opportunities

CAHIIM : I.D.2

CAHIIM : I.D.4

CAHIIM : I.C.1

CAHIIM : I.D.3

CAAHEP : VII.P.3

ABHES : 7.d. Process insurance claims

CAAHEP : VIII.C.1.c. Identify the steps for filing a third party claim

CAHIIM : I.C.2

CAHIIM : I.C.3

CAHIIM : I.C.4

CAHIIM : I.C.5

Accessibility : Keyboard Navigation

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

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

## Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.04

Topic : Work Ethic and Professionalism

ABHES : 1.d. List the general responsibilities and skills of the medical assistant

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : XI.C.3 Identify the effect of personal morals on professional performance

Accessibility : Keyboard Navigation

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

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

### Question Details

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.05

Topic : Professional Growth and Certification

Difficulty : 2 Medium

ABHES : 1.c. Describe and comprehend medical assistant credentialing requirements and the process to

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

Accessibility : Keyboard Navigation

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



## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : IV.C.13

CAAHEP : IV.C.15

CAAHEP : IV.P.7

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : V.C.1. Identify styles and types of verbal communication

CAAHEP : IV.C.13

CAAHEP : IV.C.15

CAAHEP : IV.P.7

Accessibility : Keyboard Navigation

## Medical Office Procedures 10th Edition by Bayes CH01

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

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

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : V.C.1. Identify styles and types of verbal communication

CAAHEP : IV.C.13

CAAHEP : IV.C.15

CAAHEP : IV.P.7

Accessibility : Keyboard Navigation

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

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

## Medical Office Procedures 10th Edition by Bayes CH01

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : IV.C.13

CAAHEP : IV.C.15

CAAHEP : IV.P.7

CAAHEP : V.C.11. Define the principles of selfboundaries

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : IV.C.13

CAAHEP : V.C.11. Define the principles of selfboundaries

Accessibility : Keyboard Navigation

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

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

## Medical Office Procedures 10th Edition by Bayes CH01

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : IV.C.1

CAAHEP : IV.C.4

CAAHEP : V.C.3. Recognize barriers to communication

CAAHEP : IV.A.3

CAAHEP : IV.A.8

CAAHEP : IV.C.2

CAAHEP : IV.C.3

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 10.b. Demonstrate professional behavior

CAAHEP : V.C.1. Identify styles and types of verbal communication

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAAHEP : IX.P.8

CAHIIM : I.B.2

CAAHEP : IX.P.3

ABHES : 4.h. Demonstrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAAHEP : IX.P.8

CAHIIM : I.B.2

CAAHEP : V.C.3. Recognize barriers to communication

ABHES : 4.h. Demonstrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info

CAAHEP : V.P.1

Accessibility : Keyboard Navigation

## Medical Office Procedures 10th Edition by Bayes CH01

- 67) When using a hardcopy paper chart, where should you place it?
- A) in the patient's room so it is ready for the doctor
  - B) outside the patient's room where the doctor can identify the patient
  - C) outside the patient's room with the chart turned around so you cannot identify the patient
  - D) There are no rules about where to put a patient's chart.

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAAHEP : IX.P.8

CAHIIM : I.B.2

CAAHEP : V.C.3. Recognize barriers to communication

ABHES : 4.h. Demonstrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info

CAAHEP : V.P.1

Accessibility : Keyboard Navigation

- 68) Your office is computerized and you are using a mobile device. You check Mrs. Felton into the room, and upon leaving you should
- A) take the mobile device with you.
  - B) sign off the mobile device and leave it in the exam room for the physician.
  - C) leave it in the exam room with the information up so that it is ready for the physician.
  - D) ask the patient what they prefer.

## Medical Office Procedures 10th Edition by Bayes CH01

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

CAAHEP : X.C.5. Discuss licensure and certification as it applies to healthcare providers

CAAHEP : IX.P.8

CAHIIM : I.B.2

CAAHEP : V.C.3. Recognize barriers to communication

ABHES : 4.h. Demonstrate compliance with HIPAA guidelines, the ADA Amendments Act, and the Health Info

CAAHEP : V.P.1

Accessibility : Keyboard Navigation

- 69)** If a patient cannot hear and uses sign language, your office should
- A) make sure to tell the patient's family that they need to come to every visit.
  - B) tell the patient that they will need to bring an interpreter with them.
  - C) ask the patient if they will require an interpreter.
  - D) do nothing, as it is not the responsibility of the office to offer an interpreter.

### Question Details

Difficulty : 1 Easy

Bloom's : Remember

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

ABHES : 7.g. Display professionalism through written and verbal communications

CAAHEP : IV.C.7

CAAHEP : V.C.3. Recognize barriers to communication

ABHES : 8.i. Make adaptations for patients with special needs

CAAHEP : V.C.4. Identify techniques for overcoming communication barriers

CAAHEP : IV.P.12

Accessibility : Keyboard Navigation

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

## Medical Office Procedures 10th Edition by Bayes CH01

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

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

ABHES : 7.g. Display professionalism through written and verbal communications

CAAHEP : V.C.3. Recognize barriers to communication

CAAHEP : V.C.4. Identify techniques for overcoming communication barriers

Accessibility : Keyboard Navigation

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

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

### Question Details

Difficulty : 1 Easy

Est Time : 0-1 Minute

Learning Outcome : 01.06

Topic : Interpersonal Relationships

Bloom's : Understand

ABHES : 7.g. Display professionalism through written and verbal communications

CAAHEP : V.P.1

Accessibility : Keyboard Navigation



## **Medical Office Procedures 10th Edition by Bayes CH01**

### **Answer Key**

Test name: CH01

1) C

Patient medical records are sometimes called charts.

2) D

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

3) A

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

4) D

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

5) B

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

6) A

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

7) C

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

8) C

An obstetrician provides care during pregnancy and childbirth.

## **Medical Office Procedures 10th Edition by Bayes CH01**

9) A

A pathologist investigates the causes of disease.

10) C

An anesthesiologist maintains pain relief and bodily function stability.

11) D

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

12) B

Physicians rank accuracy as the most important employee trait.

13) C

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

14) A

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

15) B

To take action independently is to show initiative.

16) A

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

17) B

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

18) B

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

19) C

## **Medical Office Procedures 10th Edition by Bayes CH01**

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

20) A

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

21) C

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

22) D

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

23) B

The label method is a current preferred sign-in method.

24) D

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

25) A

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

26) C

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

27) D

Brian was demonstrating efficiency.

28) A

## **Medical Office Procedures 10th Edition by Bayes CH01**

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

29) D

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

30) B

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

31) A

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

32) A

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

33) D

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

34) B

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

35) B

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

36) A

## **Medical Office Procedures 10th Edition by Bayes CH01**

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

37) D

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

38) C

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

39) B

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

40) D

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

41) A

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

42) C

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

43) D

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

44) C

## **Medical Office Procedures 10th Edition by Bayes CH01**

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

45) A

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

46) C

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

47) A

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

48) C

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

49) D

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

50) A

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

51) D

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

52) D

## **Medical Office Procedures 10th Edition by Bayes CH01**

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

53) A

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

54) D

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

55) C

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

56) A

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

57) D

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

58) D

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

59) B

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

## **Medical Office Procedures 10th Edition by Bayes CH01**

60) D

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

61) C

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

62) B

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

63) B

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

64) C

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

65) A

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

66) A

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

67) C

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

68) A



## **Medical Office Procedures 10th Edition by Bayes CH01**

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

69) C

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

70) D

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

71) A

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