

Chapter 1

The Medical Assistant

MULTIPLE CHOICE

1. Medical assisting is probably *not* for you if you:
- a. have an interest in health and medicine
 - b. are good at multi-tasking
 - c. do not like variety in your job
 - d. are interested in a career in an expanding field

ANS: C PTS: 1 REF: Page 6 NAT: ABHES: MA.A.1.1.d

2. Which category of skills include those that keep medical assistants practicing within their scope of practice?
- a. communicator
 - b. legal and ethical concepts
 - c. instruction
 - d. operational functions

ANS: B PTS: 1 REF: Page 7
NAT: ABHES: MA.A.1.1.e; CAAHEP: IX.C.1

3. Which of these is an example of an administrative skill?
- a. collecting specimens
 - b. performing vital signs
 - c. administering medications
 - d. filing medical records

ANS: D PTS: 1 OBJ: Page 7 NAT: ABHES: MA.A.1.1.d

4. Which of these is an example of a clinical skill?
- a. performing patient screenings
 - b. performing bookkeeping and collection procedures
 - c. scheduling appointments
 - d. preparing submittal (“clean”) insurance forms

ANS: A PTS: 1 OBJ: Page 8 NAT: ABHES: MA.A.1.1.d

5. Medical assistants are generally allowed to:
- a. perform examinations
 - b. diagnose illnesses
 - c. prescribe treatment
 - d. assist in the administration of treatment

ANS: D PTS: 1 REF: Page 8
OBJ: ABHES: MA.A.1.1.e; CAAHEP: IX.C.1

6. The majority of medical assistants work in which type of environment?
- a. surgical
 - b. insurance company
 - c. ambulatory care
 - d. laboratory

ANS: C PTS: 1 OBJ: Page 8 NAT: ABHES: MA.A.1.1.a

7. The expenses involved in running a business have made which of the following rare today?
- a. solo practices
 - b. partnerships
 - c. multiprovider clinics
 - d. hospitals

ANS: A PTS: 1 REF: Page 8 OBJ: ABHES: MA.A.1.1.a

8. Urgent care centers:
- a. originated about 10 years ago
 - b. are usually open only on weekends
 - c. typically require patients to make an appointment
 - d. take care of patients with acute illness or injury

ANS: D PTS: 1 REF: Page 8 OBJ: ABHES: MA.A.1.1.a

9. The Patient Centered Medical Home (PCMH) is a team-based model of care led by:
- a. a surgeon
 - b. the patient
 - c. a personal physician
 - d. a health insurance company representative

ANS: C PTS: 1 REF: Page 8 OBJ: ABHES: MA.A.1.1.a

10. According to the U.S. Department of Labor, employment of medical assistants is expected to _____ from 2008 to 2018.
- a. grow 118 percent
 - b. grow 34 percent
 - c. remain about the same
 - d. shrink 17 percent

ANS: B PTS: 1 REF: Page 9 OBJ: ABHES: MA.A.1.1.a

11. For good grooming, it is recommended that you brush and floss your teeth at least _____ a day.
- a. once
 - b. twice
 - c. three times
 - d. five times

ANS: B PTS: 1 REF: Page 10
OBJ: ABHES: MA.A.1.11.a; CAAHEP: IV.A.6

12. To be more efficient with your time, it is recommended that you *do not*:
- a. focus on your most important tasks each day
 - b. learn to say no to low-priority requests
 - c. stay away from bad habits that rob you of your time
 - d. be a perfectionist for tasks that don't require your best effort

ANS: D PTS: 1 REF: Page 13
 OBJ: ABHES: MA.A.1.11.b; CAAHEP: V.C.13

13. Which of these tasks is typically the *lowest* priority?
- a. working on pending files that have tasks
 - b. performing procedures and dismissing patients
 - c. rooming patients
 - d. assisting the provider with emergencies and procedures

ANS: A PTS: 1 REF: Page 14
 OBJ: ABHES: MA.A.1.11.b; CAAHEP: V.C.13; V.A.2

14. The American Association of Medical Assistants (AAMA) traces its roots back to:
- a. 1935
 - b. 1955
 - c. 1975
 - d. 1995

ANS: B PTS: 1 REF: Page 14 OBJ: ABHES: MA.A.1.1.c

15. Candidates for the CMA (AAMA) Certification Exam are allowed a ____-day period in which to take the exam.
- a. 30
 - b. 60
 - c. 90
 - d. 120

ANS: C PTS: 1 REF: Page 14 OBJ: ABHES: MA.A.1.1.c

16. Which organization offers the Registered Medical Assistant certification?
- a. American Medical Technologists (AMT)
 - b. American Association of Medical Assistants (AAMA)
 - c. National Center for Competency Testing (NCCT)
 - d. American Academy of Professional Coders (AAPC)

ANS: A PTS: 1 REF: Page 16 OBJ: ABHES: MA.A.1.1.c

17. Which organization offers its members with active certification status free access to the My Professional Center (MPC) ~~on~~ site?
- a. American Academy of Professional Coders (AAPC)
 - b. National Healthcareer Association (NHA)
 - c. American Medical Technologists (AMT)
 - d. National Center for Competency Testing (NCCT)

ANS: D PTS: 1 REF: Page 16 OBJ: ABHES: MA.A.1.1.c

18. Candidate certification from the NCCT is valid for a period of ____, from the date of certification indicated on each ~~candidate's~~ certificate.
- a. 2 years
 - b. 5 years
 - c. 7 years
 - d. 10 years

ANS: B PTS: 1 REF: Page 16 OBJ: ABHES: MA.A.1.1.c

19. A requirement for maintaining NCCT certification is the accrual of ____ clock hours of continuing education each year.
- a. 14
 - b. 10
 - c. 22
 - d. 34

ANS: A PTS: 1 REF: Page 16 OBJ: ABHES: MA.A.1.1.c

20. To qualify to sit for an NHA certification exam, you must graduate from an NHA-approved health care training program ~~and~~ have at least:
- a. 6 months of full-time job experience and a high school diploma or GED
 - b. 6 months of full-time job experience and an associate's degree
 - c. 1 year of full-time job experience and a high school diploma or GED
 - d. 1 year of full-time job experience and an associate's degree

ANS: C PTS: 1 REF: Page 17 OBJ: ABHES: MA.A.1.1.c

21. AACP certifications allow medical coders, billers, and other health care professionals to do ~~all~~ but which of the following?
- a. validate knowledge and expertise in various medical coding environments
 - b. earn up to 10% more than non-credentialed coders
 - c. show nationally recognized credentials
 - d. have confidence in their ability to capture lost revenue for their practice

ANS: B PTS: 1 REF: Page 17 OBJ: ABHES: MA.A.1.1.c

22. Which of the following is the AAPC certification for Physician Practice?
- a. CPC-P®
 - b. CMAA
 - c. CPC-H®
 - d. CPC®

ANS: D PTS: 1 REF: Page 17 OBJ: ABHES: MA.A.1.1.c

MATCHING

Match each term with its definition.

- | | |
|---|---|
| a. American Medical Technologists (AMT) | h. perfume |
| b. professionalism | i. jewelry |
| c. advocate | j. partnership |
| d. multiprovider clinic | k. National Center for Competency Testing (NCCT) |
| e. programmatic accreditation | l. occupational analysis |
| f. institutional accreditation | m. American Academy of Professional Coders (AAPC) |
| g. generalist | n. National Healthcareer Association |

1. Identifies three broad areas of practice for medical assistants certified through the AAMA
2. Person who looks out for patients
3. Medical assistant who performs both clinical and administrative duties
4. Type of medical practice made up of at least two physicians
5. Type of medical practice made up of at least three physicians
6. The conduct, aims, or qualities that characterize or mark a professional or a professional person
7. This not only looks out of place in a medical setting, it is also a great collector of microorganisms
8. Something that may be offensive to patients, especially if they have allergies or are suffering from nausea
9. Type of accreditation offered by the Accrediting Bureau of Health Education Schools (ABHES)
10. Type of accreditation offered by the Accrediting Commission of Career Schools and Colleges (ACCSC)
11. Organization, founded in 1939, that serves as a certification and membership society for several allied health professionals, including medical assistants, phlebotomists, and medical lab assistants
12. Organization that offers certification examinations for National Certified Medical Assistant (NCMA) and National Certified Medical Office Assistant (NCMOA)
13. Organization that produces publications including *Coding Edge Magazine*, *Billing Insider e-Newsletter*, and *ICD-10 Connect e-Newsletter*
14. Organization, established in 1989 as a certification agency, that offers 10 certification exams for several allied healthcare areas, including the CCMA and CMAA

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|------------|--------|--------------|--|
| 1. ANS: L | PTS: 1 | REF: Page 6 | NAT: ABHES: MA.A.1.1.d |
| 2. ANS: C | PTS: 1 | REF: Page 7 | |
| | | | NAT: ABHES: MA.A.1.5.e; CAAHEP: IV.C.14; IV.P.13 |
| 3. ANS: G | PTS: 1 | REF: Page 8 | NAT: ABHES: MA.A.1.1.d |
| 4. ANS: J | PTS: 1 | REF: Page 8 | NAT: ABHES: MA.A.1.1.a |
| 5. ANS: D | PTS: 1 | REF: Page 8 | NAT: ABHES: MA.A.1.1.a |
| 6. ANS: B | PTS: 1 | REF: Page 9 | NAT: ABHES: MA.A.1.11.b |
| 7. ANS: I | PTS: 1 | REF: Page 10 | |
| | | | NAT: ABHES: MA.A.1.11.a; CAAHEP: IV.A.6 |
| 8. ANS: H | PTS: 1 | REF: Page 10 | |
| | | | NAT: ABHES: MA.A.1.11.a; CAAHEP: IV.A.6 |
| 9. ANS: E | PTS: 1 | REF: Page 14 | |
| 10. ANS: F | PTS: 1 | REF: Page 14 | |
| 11. ANS: A | PTS: 1 | REF: Page 15 | NAT: ABHES: MA.A.1.1.c |
| 12. ANS: K | PTS: 1 | REF: Page 16 | NAT: ABHES: MA.A.1.1.c |
| 13. ANS: M | PTS: 1 | REF: Page 17 | NAT: ABHES: MA.A.1.1.c |
| 14. ANS: N | PTS: 1 | REF: Page 17 | NAT: ABHES: MA.A.1.1.c |

Match each professional trait with its definition.

- | | |
|---------------|-----------------|
| a. courteous | f. respectful |
| b. initiative | g. patient |
| c. dependable | h. honest |
| d. punctual | i. confidential |
| e. accurate | |

15. Being detailed and making certain that information is correct.
16. Being polite and well-mannered.
17. Being prudent and conscious, especially in regard to speech.
18. Being reliable and responsible.
19. Being trustworthy and truthful.
20. Showing ambition.
21. Acting calm when things don't necessarily go as planned.
22. Being in exact agreement with time.
23. Showing regard for others even if you disagree with their message.

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|------------|--------|--------------|---|
| 15. ANS: E | PTS: 1 | REF: Page 11 | NAT: ABHES: MA.A.1.11.b |
| 16. ANS: A | PTS: 1 | REF: Page 11 | NAT: ABHES: MA.A.1.11.b(8) |
| 17. ANS: I | PTS: 1 | REF: Page 11 | |
| | | | NAT: ABHES: MA.A.1.11.b(3); CAAHEP: IX.C.2 |
| 18. ANS: C | PTS: 1 | REF: Page 11 | NAT: ABHES: MA.A.1.11.b(1) |
| 19. ANS: H | PTS: 1 | REF: Page 11 | |
| | | | NAT: ABHES: MA.A.1.11.b(9); CAAHEP: X.A.1 |
| 20. ANS: B | PTS: 1 | REF: Page 11 | NAT: ABHES: MA.A.1.11.b(5) |
| 21. ANS: G | PTS: 1 | REF: Page 11 | |
| | | | NAT: ABHES: MA.A.1.11.b(7); CAAHEP: IV.A.3 |
| 22. ANS: D | PTS: 1 | REF: Page 11 | NAT: ABHES: MA.A.1.11.b(1) |
| 23. ANS: F | PTS: 1 | REF: Page 11 | |
| | | | NAT: ABHES: MA.A.1.11.b(8); CAAHEP: IV.A.10 |