Test Bank for Administrative Medical Assisting 6th Lindh

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Name:_____ Class:_____ Date:_____

CHAPTER 01—THE MEDICAL ASSISTING PROFESSION

1. Which of the following is the most important reason to be able to communicate effectively with patients and keep them informed?

a. Educate patients about disease
b. Retain patients
c. Make patients feel more comfortable and less threatened
d. Make patients like the staff better

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 10
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 9/28/2016 3:28 PM
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2. Which of the following attributes of a medical assistant does NOT identify a true professional?

a. Dependability b. Empathy
c. Ability to communicate d. Inflexibility

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Pages 10-12
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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3. Which of the following organizations allows one to use the initials CMA (AAMA), which are awarded upon successful completion of their credentialing examination?

a. AMT b. CAAHEP
c. AMA d. AAMA

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 7
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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4. Which of the following will keep the medical assistant current in knowledge in the years to come and will serve as testimony of a commitment to professionalism?

a. Dependability b. Initiative

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c. Continuing education d. Empathy

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 15
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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5. Which of the following best describes the primary characteristic of the certified medical assistant to the physician employer in the ambulatory care setting?

a. Broad range of administrative and clinical skills
b. Ability to work under nurses
c. Need for fewer trained personnel
d. Advances in specialization

ANSWER: a
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 6
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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6. The AAMA policy stating that any candidate for the AAMA Certification Examination be a graduate of a CAAHEP- or ABHES-accredited program was made for which of the following benefits?

a. Safeguard the quality of care to the consumer
b. Continue to promote the identity and stature of the profession
c. Ensure the CMA (AAMA)’s role in the rapidly evolving health care delivery system
d. All of the above

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 14
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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7. Which of the following is NOT a benefit of a practicum to the medical assistant student?

a. The staff can observe the student before employment.
b. The student has the ability to apply knowledge and skill in a real-world medical setting.

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c. The student can understand that more than one acceptable method of performance may exist.

d. The student can begin to establish a network of support through colleagues.

ANSWER: a
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 8
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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8. To ensure the highest quality medical assistant education and employment preparedness, standards and guidelines were set through which of the following organizations?

a. AAMA b. AMT
c. CAAHEP d. AMA

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 8
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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9. Which of the following qualities does a medical assistant who continually must be asked to do things upon finishing an assigned task need to develop?

a. Flexibility b. Dependability
c. Initiative d. Effective communication

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 12
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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10. Which of the following qualities does a medical assistant who continually asks to leave early to go to other appointments need to develop?

a. Flexibility b. Dependability
c. Initiative d. Effective communication

ANSWER: b
POINTS: 1

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CHAPTER 01—THE MEDICAL ASSISTING PROFESSION

DIFFICULTY: Easy
REFERENCES: Page 12
QUESTION TYPE: Multiple Choice
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11. Which of the following is NOT a level in the AAMA membership?
a. Regional b. State
c. Local d. National
ANSWER: a
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 14
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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12. Which of the following best describes the reason a medical assistant should ensure good personal hygiene?
a. Demonstrate a professional appearance b. Protect clothing from materials
c. Protect patients from dirty clothes d. Minimize body injury
ANSWER: a
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 10
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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13. Mrs. L. came into the office for her stitches to be removed by the medical assistant as scheduled. Mrs. L. said she had a fever and would need to see the physician. What is the primary personal attribute you need to deal with this situation?
a. Flexibility b. Dependability
c. Initiative d. Effective communication
ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Page 12
QUESTION TYPE: Multiple Choice
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14. Which of the following courses is NOT included in an accredited medical assistant program?

a. Administrative courses b. Clinical courses

c. General courses d. Accounting courses

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Page 7
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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15. Your friend asks you what kind of "clinical" courses you are taking. Which of the following would NOT be included on that list?

a. Urine and blood testing in the laboratory

b. Anatomy and physiology

c. Pharmacology/administration of medications

d. Assisting with minor surgery

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Page 7
QUESTION TYPE: Multiple Choice
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16. Why do you need a credential?

a. A credential allows you to work in your state.

b. A credential is required for graduation.

c. A credential signifies recognition of competency.

d. A credential guarantees a job.

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: Page 14
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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17. Which of the following is NOT one of the three terms used to define the transition period between the classroom and

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actual employment for the medical assistant?

a. Practicum b. Residency
c. Externship d. Internship

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 7
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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18. The CARE bill set specific requirements that needed to be met by all persons performing medical imaging procedures. On which of the following dates was the bill introduced to the senate?

a. March 1, 2007 b. January 1, 2007
c. March 30, 2007 d. January 30, 2007

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 17
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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19. Which of the following is NOT an expectation of a student at their practicum site?

a. Punctuality b. Openness to criticism
c. Pay d. Mindfulness of patient confidentiality

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 8
QUESTION TYPE: Multiple Choice
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20. An individual who graduated from a CAAHEP-accredited medical assistant program and successfully passes the certification exam through the AMT has earned which of the following credentials?

a. CMA (AAMA) b. CMAS
c. CMA d. RMA

ANSWER: d
POINTS: 1

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CHAPTER 01—THE MEDICAL ASSISTING PROFESSION

DIFFICULTY: Easy
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21. Which of the following does a license do?

a. Protects the practitioner from lawsuits
b. Indicates that a student has completed his practicum.
c. Defines scope of practice
d. Indicates that a student meets the criteria outlined in the CARE bill

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 17
QUESTION TYPE: Multiple Choice
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22. Which of the following does regulation NOT ensure?

a. Competence of health care providers
b. Minimum standard of skill
c. Limiting of performance of certain procedures to a specific occupation
d. Minimal standard of empathy and initiative

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
REFERENCES: Page 16
QUESTION TYPE: Multiple Choice
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Identify each of the following as voluntary *or* mandatory.

a. voluntary
b. mandatory

DIFFICULTY: Easy
REFERENCES: Page 16
QUESTION TYPE: Matching
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23. Licensure
ANSWER: b
POINTS: 1

24. Registration
ANSWER: a
POINTS: 1

25. Certification
ANSWER: a
POINTS: 1

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