

Chapter 1: A Career as an Administrative Medical Assistant

1. Job responsibilities of the medical assistant may include executing banking responsibilities.
 - a. True
 - b. False

ANSWER: True

2. The medical assistant is the one responsible for following directions if an emergency arises.
 - a. True
 - b. False

ANSWER: True

3. Assertiveness involves being pushy and overbearing.
 - a. True
 - b. False

ANSWER: False

4. Tasks required of the administrative medical assistant may include preparing manuscripts.
 - a. True
 - b. False

ANSWER: True

5. The most important personality traits for a medical assistant are to like people and to want to make a great deal of money.
 - a. True
 - b. False

ANSWER: False

6. People facing death may have extreme responses to the situation.
 - a. True
 - b. False

ANSWER: True

7. A hospice program offers medical care and support to patients and family members dealing with a terminal illness and loss of a loved one.
 - a. True
 - b. False

ANSWER: True

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8. A career in health care is desirable because there is a very low level of stress.
- a. True
 - b. False

ANSWER: False

9. Certification for any health care professional is controlled by government agencies.
- a. True
 - b. False

ANSWER: False

10. A professional attitude involves
- a. confidence.
 - b. responsibility.
 - c. empathy.
 - d. all of the above.

ANSWER: d

11. The heart of the health care professional involves
- a. putting yourself first.
 - b. empathy and service.
 - c. good computer skills.
 - d. skill and education.

ANSWER: b

12. One job responsibility of the administrative medical assistant would be
- a. sterilizing equipment.
 - b. assisting with diagnostic procedures.
 - c. updating and maintaining patient records.
 - d. administering medications and giving injections.

ANSWER: c

13. All of the following are job responsibilities of the medical assistant except:
- a. Understanding medical terminology
 - b. Giving medical advice
 - c. Maintaining confidentiality
 - d. Educating patients

ANSWER: b

14. The projected faster-than-average growth in health care employment opportunities is due to
- a. the rise in career training programs.
 - b. rapid expansion of health insurance coverage.
 - c. advances in clinical research.
 - d. technological advances and an aging population.

ANSWER: d

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15. Being able to put yourself in the patient's situation and understand his or her viewpoint is an important skill known as
- a. empathy.
 - b. demeanor.
 - c. sympathy.
 - d. integrity.

ANSWER: a

16. At which stage of dying does a patient with a terminal illness reach a point of feeling at peace?
- a. Bargaining
 - b. Anger
 - c. Acceptance
 - d. Denial

ANSWER: c

17. Which stage of dying appears to be a defense mechanism that happens initially and may recur at other times during the dying process?
- a. Anger
 - b. Depression
 - c. Denial
 - d. Bargaining

ANSWER: c

18. During which stage of dying may the patient ask himself, "Why me?"
- a. Anger
 - b. Depression
 - c. Denial
 - d. Acceptance

ANSWER: a

19. During which stage of dying may the patient tend to hide information from others and negotiate the outcome of the illness?
- a. Acceptance
 - b. Depression
 - c. Denial
 - d. Bargaining

ANSWER: d

20. Credentialing that is sanctioned by a state government and required for professional practice is
- a. certification.
 - b. accreditation.
 - c. registration.
 - d. licensure.

ANSWER: d

21. Which type of knowledge is vital in avoiding medical professional liability suits?
- a. Medicolegal
 - b. Computer
 - c. Technical
 - d. Interpersonal

ANSWER: a

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22. What are two indicators of job satisfaction?
- a. Empathy and sympathy
 - b. Initiative and motivation
 - c. Pessimism and aggression
 - d. Wages and benefits

ANSWER: b

23. To counteract the effects of stress and burnout, the medical assistant should
- a. avoid interpersonal communication.
 - b. treat patients in a methodical manner.
 - c. keep to the same office duties.
 - d. exercise regularly.

ANSWER: d

24. What are two important tools in evaluating a patient's behavior?
- a. Speaking slowly and taking detailed notes
 - b. Listening and observing
 - c. Researching and comparing a patient to other cases
 - d. Observing and focusing

ANSWER: b

25. Being friendly, sensitive, warm, genuine, courteous, and positive are signs of a medical assistant with good
- a. organizational skills.
 - b. clinical skills.
 - c. interpersonal skills.
 - d. technical skills.

ANSWER: c

26. Which type of work schedule may permit working different hours on different days within an available range of hours?
- a. Swing shift
 - b. Flextime
 - c. Job sharing
 - d. Staggered hours

ANSWER: b

27. The main purpose of the health care reform legislation enacted in 2010 was to
- a. place a cap on physician salaries.
 - b. increase the number of insurance companies allowed to operate in a given state.
 - c. switch to a single-payer system.
 - d. extend health insurance coverage to uninsured Americans.

ANSWER: d

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28. In a health care setting, how is effective customer service demonstrated?
- By placing the patient's needs first
 - By not scheduling too many patients in a day
 - By getting along with coworkers
 - By referring patients to community agencies when appropriate

ANSWER: a

29. Which of the following is a goal of patient education?
- To ensure that patients have adequate information about their condition and treatment
 - To extend the reach and effectiveness of the physician
 - To motivate patients to take an active role in their medical care and health status
 - All of the above

ANSWER: d

30. Which of the following is a professional specialty that an administrative medical assistant can choose to pursue?
- Medical coding
 - Medical transcription
 - Medical billing
 - All of the above

ANSWER: d

31. Customer service in a medical practice should be demonstrated by
- the physician.
 - the management team.
 - all employees.
 - all of the above.

ANSWER: d

32. Employment opportunities for an administrative medical assistant include working in a(n)
- physician's office.
 - insurance company.
 - Medicare agency.
 - all of the above.

ANSWER: d

33. Using a team interaction approach, the administrative medical assistant
- views every task as important.
 - only does what is in the job description.
 - reports all ineffective behavior by coworkers.
 - focuses on the most important job.

ANSWER: a

34. A medical assistant should exemplify health and physical fitness.

ANSWER: True

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35. Elisabeth Kübler-Ross created a model to explain five stages that a patient with a terminal illness commonly experiences. These stages must occur in order: denial, anger, bargaining, acceptance and depression.

ANSWER: False

36. Hospice was a term used in the Middle Ages to signify a place where weary pilgrims could stop and rest, and refresh themselves before continuing on with their journey.

ANSWER: True

37. Maintaining a positive attitude will help the medical assistant avoid some of the negative consequences of stress.

ANSWER: True

38. A medical assistant must demonstrate competence in both clinical and computer skills to pass the American Association of Medical Assistants certification test.

ANSWER: False

39. The Medical Assistants's Creed consists of the image, behavior, and attitudes that reflect competence as a health care worker.

ANSWER: False

40. Professional publications, educational seminars, Internet research, and membership in one or more professional organizations are ways that a medical assistant can keep current with medical legal issues and changing technology.

ANSWER: False

41. As a certified or registered medical assistant, it will be necessary for you to obtain CME's on a regular basis.

ANSWER: False

42. A motto for the medical assistant's role is "Think with empathy, act through service."

ANSWER: True

43. A vibrant medical practice is a service-oriented practice, and all who work there should demonstrated this.

ANSWER: True

44. An understanding of medical coding is an important skill that enables the medical assistant to communicate properly with patients, coworkers, and other health care professionals.

ANSWER: False

45. Being a medical assistant is more than a job; it is a career.

ANSWER: True

46. Strong verbal and written communication skills are necessary for a person to succeed as a medical assistant.

ANSWER: True

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47. Interpersonal skills include positive characteristics such as sincerity, honesty, enthusiasm, and respect for others; these skills are also known as “soft skills.”

ANSWER: True

48. A helpful time management tool that a medical assistant should create to help prioritize jobs to be done each day is to impose strict deadlines.

ANSWER: False

Match each term with the correct statement below.

- a. accreditation
 - b. administrative medical assistant
 - c. continuing education units
 - d. registration
 - e. licensure
 - f. certification
 - g. clinical medical assistant
49. Front-office medical assistant who performs business-related duties

ANSWER: b

50. Back-office medical assistant who performs clinical and laboratory duties

ANSWER: g

51. Credit earned for education pursued by a working professional as part of improving or maintaining professional competence

ANSWER: c

52. Designation awarded by a professional organization that indicates an individual has met the minimum requirements for performance in a particular career

ANSWER: f

53. Process of meeting specific state standards or being evaluated and recognized by a national professional organization as meeting predetermined standards; applies to schools and training programs

ANSWER: a

54. Credentialing sanctioned by a state legislature that allows professional practice in a given state

ANSWER: e

55. Credential similar to certification awarded by a professional organization to an individual who has met state or national standards

ANSWER: d

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- a. assertive
- b. stress
- c. empathy
- d. time management skills
- e. burnout
- f. initiative
- g. aggressive
- h. interpersonal skills
- i. sympathy

56. Behavior that is overly forward, pushy, and overbearing

ANSWER: g

57. Physical or emotional exhaustion, often caused by long-term stress

ANSWER: e

58. Behavior traits that enable one to get along with others and form positive relationships

ANSWER: h

59. Performing an action or task without prompting or direction from others

ANSWER: f

60. Ability to organize and prioritize multiple tasks to accomplish objectives

ANSWER: d

61. Physical, mental or emotional strain that occurs in response to events, demands, or pressures

ANSWER: b

62. Behavior that reflects confidence

ANSWER: a

63. Ability to understand another person's situation or viewpoint

ANSWER: c

64. Display of feelings that may inhibit a health care worker's ability to help the patient

ANSWER: i