

6. 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.

ANS: A PTS: 1 REF: pg. 11 OBJ: ABHES: MA.A.1.5.c

7. 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

ANS: C PTS: 1 REF: pg. 13

8. 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

ANS: C PTS: 1 REF: pg. 13

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

ANS: A PTS: 1 REF: pg. 13

10. 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

ANS: D PTS: 1 REF: pg. 13

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

ANS: D PTS: 1 REF: pg. 17
OBJ: ABHES: MA.A.1.1.c | CAAHEP: IX.C.5

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

ANS: A PTS: 1 REF: pg. 6 OBJ: ABHES: MA.A.1.4.f.

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

ANS: B PTS: 1 REF: pg. 11

14. 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.

ANS: D PTS: 1 REF: pg. 17

15. 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

ANS: B PTS: 1 REF: pg. 7 OBJ: ABHES: MA.A.1.5.a

16. 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.

ANS: C PTS: 1 REF: pg. 7

17. 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

ANS: B PTS: 1 REF: pg. 5

18. 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.

ANS: D PTS: 1 REF: pg. 22 OBJ: ABHES: MA.A.1.4.f

19. In a health care setting, how is effective customer service demonstrated?

- a. By placing the patient's needs first
- b. By not scheduling too many patients in a day
- c. By getting along with coworkers
- d. By referring patients to community agencies when appropriate

ANS: A PTS: 1 REF: pg. 4

20. Which of the following is a goal of patient education?

- a. To ensure that patients have adequate information about their condition and treatment
- b. To extend the reach and effectiveness of the physician
- c. To motivate patients to take an active role in their medical care and health status
- d. All of the above

ANS: D PTS: 1 REF: pg. 4 OBJ: ABHES: MA.A.1.8.e

21. Which of the following is a professional specialty that an administrative medical assistant can choose to pursue?

- a. Medical coding
- b. Medical transcription
- c. Medical billing
- d. All of the above

ANS: D PTS: 1 REF: pg. 6 OBJ: ABHES: MA.A.1.1.b

22. Customer service in a medical practice should be demonstrated by

- a. the physician.
- b. the management team.
- c. all employees.
- d. all of the above.

ANS: D PTS: 1 REF: pg. 4 OBJ: ABHES: MA.A.1.1.d

23. Employment opportunities for an administrative medical assistant include working in a(n)

- a. physician's office.
- b. insurance company.
- c. Medicare agency.
- d. all of the above.

ANS: D PTS: 1 REF: pg. 6 OBJ: ABHES: MA.A.1.1.a

24. Using a team interaction approach, the administrative medical assistant

- a. views every task as important.
- b. only does what is in the job description.
- c. reports all ineffective behavior by coworkers.
- d. focuses on the most important job.

ANS: A PTS: 1 REF: pg. 11

MATCHING

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

- 1. Front-office medical assistant who performs business-related duties
- 2. Back-office medical assistant who performs clinical and laboratory duties
- 3. Credit earned for education pursued by a working professional as part of improving or maintaining professional competence
- 4. Designation awarded by a professional organization that indicates an individual has met the minimum requirements for performance in a particular career
- 5. 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
- 6. Credentialing sanctioned by a state legislature that allows professional practice in a given state
- 7. Credential similar to certification awarded by a professional organization to an individual who has met state or national standards

- 1. ANS: B PTS: 1 REF: pg. 6 OBJ: MA.A.1.1.d
- 2. ANS: G PTS: 1 REF: pg. 6 OBJ: MA.A.1.1.d
- 3. ANS: C PTS: 1 REF: pg. 17 OBJ: MA.A.1.1.c.
- 4. ANS: F PTS: 1 REF: pg. 17 OBJ: MA.A.1.1.c.
- 5. ANS: A PTS: 1 REF: pg. 17 OBJ: MA.A.1.1.c.
- 6. ANS: E PTS: 1 REF: pg. 17
- 7. ANS: D PTS: 1 REF: pg. 17

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

- 8. Behavior that is overly forward, pushy, and overbearing
- 9. Physical or emotional exhaustion, often caused by long-term stress
- 10. Behavior traits that enable one to get along with others and form positive relationships
- 11. Performing an action or task without prompting or direction from others
- 12. Ability to organize and prioritize multiple tasks to accomplish objectives

13. Physical, mental or emotional strain that occurs in response to events, demands, or pressures
14. Behavior that reflects confidence
15. Ability to understand another person's situation or viewpoint
16. Display of feelings that may inhibit a health care worker's ability to help the patient

- | | | | |
|------------|--------|-------------|--|
| 8. ANS: G | PTS: 1 | REF: pg. 12 | |
| 9. ANS: E | PTS: 1 | REF: pg. 15 | |
| 10. ANS: H | PTS: 1 | REF: pg. 7 | |
| 11. ANS: F | PTS: 1 | REF: pg. 11 | OBJ: ABHES: MA.A.1.11.b |
| 12. ANS: D | PTS: 1 | REF: pg. 11 | OBJ: CAAHEP: V.C.13 |
| 13. ANS: B | PTS: 1 | REF: pg. 14 | |
| 14. ANS: A | PTS: 1 | REF: pg. 12 | |
| | | | OBJ: ABHES: MA.A.1.11.b CAAHEP: IV.C.15 |
| 15. ANS: C | PTS: 1 | REF: pg. 11 | |
| 16. ANS: I | PTS: 1 | REF: pg. 11 | |

COMPLETION

1. A medical assistant should exemplify health and _____ fitness.
ANS: physical
PTS: 1 REF: pg. 17
2. Elisabeth Kübler-Ross created a model to explain five stages that a patient with a terminal illness commonly experiences. These stages are _____, _____, _____, _____, and _____.
ANS: denial, anger, bargaining, acceptance, depression (in any order)
PTS: 5 REF: pg. 13
3. _____ was a term used in the Middle Ages to signify a place where weary pilgrims could stop and rest; today the term refers to programs and services that provide care and support for terminally ill patients and their families.
ANS: Hospice
PTS: 1 REF: pg. 14
4. Maintaining a _____ attitude will help the medical assistant avoid some of the negative consequences of stress.
ANS: positive
PTS: 1 REF: pg. 15
5. A medical assistant must demonstrate competence in both _____ and _____ job skills to pass the American Association of Medical Assistants certification test.
ANS:
clinical, administrative
administrative, clinical
PTS: 2 REF: pg. 17 OBJ: ABHES: MA.A.1.11.b| CAAHEP: IX.C.5
6. _____ consists of the image, behavior, and attitudes that reflect competence as a health care worker.
ANS: Professionalism
PTS: 1 REF: pg. 15 OBJ: ABHES: MA.A.1.11.b
7. Professional publications, educational seminars, Internet research, and membership in one or more professional organizations are ways that a medical assistant can keep current with new _____ and changing _____.
ANS: technology, practices
PTS: 2 REF: pg. 18 OBJ: ABHES: MA.A.1.11.b
8. As a certified or registered medical assistant, it will be necessary for you to obtain _____ on a regular basis.
ANS: recertification
PTS: 1 REF: pg. 17 OBJ: ABHES: MA.A.1.1.c
9. A motto for the medical assistant's role is "Think with _____, act through _____."
ANS: empathy, service
PTS: 2 REF: pg. 4
10. A vibrant medical practice is a _____-oriented practice, and all who work there should demonstrated this.
ANS: service
PTS: 1 REF: pg. 4

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

ANS: terminology

PTS: 1 REF: pg. 6 OBJ: ABHES: MA.A.1.8.y

12. Being a medical assistant is more than a job; it is a _____.

ANS: career

PTS: 1 REF: pg. 7

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

ANS: communication

PTS: 1 REF: pg. 7

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

ANS: soft

PTS: 1 REF: pg. 7

15. A helpful time management tool that a medical assistant should create to help prioritize jobs to be done each day is a _____.

ANS: task list

PTS: 1 REF: pg. 11 OBJ: CAAHEP: V.C.13

SHORT ANSWER

1. Instead of complaining about problems, how should the administrative medical assistant deal with problems?

ANS:

The administrative medical assistant should focus on finding solutions.

PTS: 1 REF: pg. 11

2. Describe why an effective health care worker should be skilled at understanding human behavior.

ANS:

An effective health care worker should be skilled at understanding human behavior because people react differently to situations.

PTS: 1 REF: pg. 12