Chapter 001 The Administrative Medical Assistant

**Multiple Choice Questions**

1. Patient medical records are sometimes called:   
A. Patient History  
B. Documents  
C. Charts  
D. Patient Information

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

3. \_\_\_\_\_\_\_\_\_\_ lead to misinformation which can lead to mistreatment.   
A. Patient Documentation  
B. Errors  
C. Rumors  
D. Consultations

4. All students in an accredited medical assisting program are required to master \_\_\_\_\_\_\_\_\_\_ areas of competence.   
A. 3  
B. 4  
C. 5  
D. 6

5. How many types of math skills does the administrative medical assistant need?   
A. 6  
B. 5  
C. 4  
D. 3

6. Which answer helps 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

7. Choose the most common place of employment for the administrative medical assistant?   
A. Hospital  
B. Schools  
C. Physician Practice  
D. ER Department

8. A(n) \_\_\_\_\_\_\_\_\_\_ provides care during pregnancy and childbirth.   
A. neurologist  
B. nephrologist  
C. obstetrician  
D. gerontologist

9. A(n) \_\_\_\_\_\_\_\_\_\_ investigates the causes of disease.   
A. pathologist  
B. dermatologist  
C. gerontologist  
D. pulmonologist

10. A(n) \_\_\_\_\_\_\_\_\_\_ maintains pain relief and bodily function stability.   
A. pulmonologist  
B. allergist  
C. anesthesiologist  
D. immunologist

11. The outward display of an employee's values and standards is defined as:   
A. Personality  
B. Beliefs  
C. Morals  
D. Work ethics

12. Physicians rank \_\_\_\_\_ as the most important employee trait.   
A. Kindness  
B. Accuracy  
C. Promptness  
D. Friendly

13. A thorough administrative medical assistant produces work that is \_\_\_\_\_.   
A. Accurate  
B. Neat, prompt and complete  
C. Neat, accurate, and complete  
D. Detailed and prompt

14. \_\_\_\_\_\_\_\_\_\_ is a key component when working within a medical office environment.   
A. Flexibility  
B. Dependability  
C. Friendliness  
D. Punctuality

15. To take action independently is to show \_\_\_\_\_\_\_\_\_\_.   
A. Managerial skills  
B. Initiative  
C. Commitment  
D. Strength

16. This is considered an aspect of self-motivation:   
A. Alertness  
B. Awareness  
C. Promptness  
D. Punctuality

17. A mix of self-motivation and \_\_\_\_\_\_\_\_\_\_ should be used when seeking areas to assist fellow team members.   
A. Confidence  
B. Tact  
C. Pride  
D. Remembering

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

19. AHIMA offers \_\_\_\_\_\_\_\_\_\_ certification exams in coding.   
A. Two  
B. Four  
C. Three  
D. Five

20. A certification exam to become a certified medical administrative specialist is offered through the:   
A. AMT  
B. AAMA  
C. NCCT  
D. MAERB

21. The core values of the IAAP include integrity, respect, adaptability, communication and \_\_\_\_\_\_\_\_\_\_.   
A. Courage  
B. Dependability  
C. Commitment  
D. Cooperation

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

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

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 physician

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

26. Hope worked as an administrative medical assistant but was dismissed from her AMA position after numerous patients complained about how they were greeted. Hope claims that she always used an appropriate verbal greeting with each patient. Select which of the following may have contributed to the miscommunication between Hope and the patient.   
A. Lack of professional certification  
B. Not enough reading material in the waiting area  
C. Nonverbal facial expressions and tone of voice  
D. An unclean, unpressed uniform

27. During his first six months at a local physician's practice, Brian completed and submitted insurance claims to various carriers. He used a software program to check and process his claims prior to submitting them for payment. This demonstrated that he accurately completed claims using very few resources. Select which of the following he was demonstrating.   
A. Tact  
B. Ethnocentrism  
C. Assertiveness  
D. Efficiency

28. While searching online for a medical coding position, Bailey noticed that several opportunities required CCS-P, CPC, or other current coding 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

29. Scarlett would like to work in a medical-related administrative field but is not interested in a medical office setting. 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

30. During her interview, Laurie stated that she has worked within the physical medical office setting and from the home setting using electronic health records and insurance claim processing programs. Her records show she received high evaluations and was frequently given more administrative authority. She had demonstrated competence in:   
A. Communication skills within the team environment  
B. Organizational skills  
C. Computer skills  
D. All of these are correct

31. After he finishes his shift at the Flatwoods Medical Clinic for Burned Children, Tyson volunteers his time with the local equestrian 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

32. An administrative medical assistant should always be aware of the impression and professional image given by his or her actions and presentation because:   
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 is correct.

**Fill in the Blank Questions**

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

 34. \_\_\_\_\_\_\_ means logically and systematically planning steps to accomplish a task.   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

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

38. \_\_\_\_\_\_\_\_\_\_\_ is a certifying body that provides certification opportunities for medical transcriptionists.   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

39. \_\_\_\_\_\_\_\_\_ is recognition given by associations that an individual has met high standards and has demonstrated competency in given knowledge and tasks.   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

41. \_\_\_\_\_\_is a trait characterized by working independently and offering to help others.   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

44. \_\_\_\_\_\_\_\_\_\_ is the most common and efficient mode of communication for many messages.   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

47. The use of \_\_\_\_\_\_\_\_\_\_ to communicate is as widespread as telephone communication.   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

**Multiple Choice Questions**

**Anwsers**

1.*(p. 4)* Patient medical records are sometimes called:   
A. Patient History  
B. Documents  
**C.** Charts  
D. Patient Information

Patient medical records are sometimes called charts.

 2.*(p. 5)* 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

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

3.*(p. 6)* \_\_\_\_\_\_\_\_\_\_ lead to misinformation which can lead to mistreatment.   
A. Patient Documentation  
**B.** Errors  
C. Rumors  
D. Consultations

Errors lead to misinformation which can lead to mistreatment.

4.*(p. 4)* All students in an accredited medical assisting program are required to master \_\_\_\_\_\_\_\_\_\_ areas of competence.   
**A.** 3  
B. 4  
C. 5  
D. 6

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

*.1*5.*(p. 5)* How many types of math skills does the administrative medical assistant need?   
A. 6  
B. 5  
C. 4  
**D.** 3

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

6.*(p. 7)* Which answer helps 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

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

7.*(p. 9)* Choose the most common place of employment for the administrative medical assistant?   
A. Hospital  
B. Schools  
**C.** Physician Practice  
D. ER Department

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

8.*(p. 10)* A(n) \_\_\_\_\_\_\_\_\_\_ provides care during pregnancy and childbirth.   
A. neurologist  
B. nephrologist  
**C.** obstetrician  
D. gerontologist

An obstetrician provides care during pregnancy and childbirth.

9.*(p. 10)* A(n) \_\_\_\_\_\_\_\_\_\_ investigates the causes of disease.   
**A.** pathologist  
B. dermatologist  
C. gerontologist  
D. pulmonologist

A pathologist investigates the causes of disease.

 10.*(p. 10)* A(n) \_\_\_\_\_\_\_\_\_\_ maintains pain relief and bodily function stability.   
A. pulmonologist  
B. allergist  
**C.** anesthesiologist  
D. immunologist

An anesthesiologist maintains pain relief and bodily function stability.

11.*(p. 11)* The outward display of an employee's values and standards is defined as:   
A. Personality  
B. Beliefs  
C. Morals  
**D.** Work ethics

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

12.*(p. 12)* Physicians rank \_\_\_\_\_ as the most important employee trait.   
A. Kindness  
**B.** Accuracy  
C. Promptness  
D. Friendly

Physicians rank accuracy as the most important employee trait.

13.*(p. 12)* A thorough administrative medical assistant produces work that is \_\_\_\_\_.   
A. Accurate  
B. Neat, prompt and complete  
**C.** Neat, accurate, and complete  
D. Detailed and prompt

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

14.*(p. 13)* \_\_\_\_\_\_\_\_\_\_ is a key component when working within a medical office environment.   
**A.** Flexibility  
B. Dependability  
C. Friendliness  
D. Punctuality

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

15.*(p. 14)* To take action independently is to show \_\_\_\_\_\_\_\_\_\_.   
A. Managerial skills  
**B.** Initiative  
C. Commitment  
D. Strength

To take action independently is to show initiative.

16.*(p. 14)* This is considered an aspect of self-motivation:   
**A.** Alertness  
B. Awareness  
C. Promptness  
D. Punctuality

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

17.*(p. 15)* A mix of self-motivation and \_\_\_\_\_\_\_\_\_\_ should be used when seeking areas to assist fellow team members.   
A. Confidence  
**B.** Tact  
C. Pride  
D. Remembering

A mix self-motivation and tact should be used when seeking areas to assist fellow team members.

18.*(p. 17)* 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

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

19.*(p. 18)* AHIMA offers \_\_\_\_\_\_\_\_\_\_ certification exams in coding.   
A. Two  
B. Four  
**C.** Three  
D. Five

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

20.*(p. 18)* A certification exam to become a certified medical administrative specialist is offered through the:   
**A.** AMT  
B. AAMA  
C. NCCT  
D. MAERB

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

21.*(p. 18)* The core values of the IAAP include integrity, respect, adaptability, communication and \_\_\_\_\_\_\_\_\_\_.   
A. Courage  
B. Dependability  
**C.** Commitment  
D. Cooperation

The core values of the IAAP include integrity, respect, adaptability, communication and commitment.

22.*(p. 21)* 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

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

23.*(p. 21)* 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

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

24.*(p. 22)* 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 physician

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

25.*(p. 23)* \_\_\_\_\_\_\_\_\_\_ 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

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.*(p. 19)* Hope worked as an administrative medical assistant but was dismissed from her AMA position after numerous patients complained about how they were greeted. Hope claims that she always used an appropriate verbal greeting with each patient. Select which of the following may have contributed to the miscommunication between Hope and the patient.   
A. Lack of professional certification  
B. Not enough reading material in the waiting area  
**C.** Nonverbal facial expressions and tone of voice  
D. An unclean, unpressed uniform

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

27.*(p. 11)* During his first six months at a local physician's practice, Brian completed and submitted insurance claims to various carriers. He used a software program to check and process his claims prior to submitting them for payment. This demonstrated that he accurately completed claims using very few resources. Select which of the following he was demonstrating.   
A. Tact  
B. Ethnocentrism  
C. Assertiveness  
**D.** Efficiency

Brian was demonstrating efficiency.

28.*(p. 17)* While searching online for a medical coding position, Bailey noticed that several opportunities required CCS-P, CPC, or other current coding 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

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

29.*(p. 9)* Scarlett would like to work in a medical-related administrative field but is not interested in a medical office setting. 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

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.*(p. 4)* During her interview, Laurie stated that she has worked within the physical medical office setting and from the home setting using electronic health records and insurance claim processing programs. Her records show she received high evaluations and was frequently given more administrative authority. She had demonstrated competence in:   
A. Communication skills within the team environment  
B. Organizational skills  
C. Computer skills  
**D.** All of these are correct

Laurie had shown competence in communication skills within a team environment, organizational skills, and computer skills.

31.*(p. 7)* After he finishes his shift at the Flatwoods Medical Clinic for Burned Children, Tyson volunteers his time with the local equestrian 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

Tyson demonstrated the personal attributes of true and genuine liking of other individuals

32.*(p. 11)* An administrative medical assistant should always be aware of the impression and professional image given by his or her actions and presentation because:   
**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 is correct.

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.

**Fill in the Blank Questions**

33.*(p. 12)* Dependability consists of \_\_\_\_\_\_\_\_\_ tasks on schedule, without complaining, and offering to assist others.   
**finishing**

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

34.*(p. 14)* \_\_\_\_\_\_\_ means logically and systematically planning steps to accomplish a task.   
**Problem-solving**

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

35.*(p. 8)* \_\_\_\_\_\_\_\_\_\_\_\_ is sensitivity to other people's feelings and situations.   
**Empathy**

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

36.*(p. 23)* A(n) \_\_\_\_\_\_\_\_\_\_\_ person believes that one's own race, ethnic group, and/or culture is superior to all others.   
**Ethnocentric**

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

37.*(p. 12)* \_\_\_\_\_\_\_ is a trait that results in complete, neat, and correct tasks.   
**Thoroughness**

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

38.*(p. 18)* \_\_\_\_\_\_\_\_\_\_\_ is a certifying body that provides certification opportunities for medical transcriptionists.   
**AHDI**

AHDI is a certifying body that provides certification opportunities for medical transcriptionists.

39.*(p. 17)* \_\_\_\_\_\_\_\_\_ is recognition given by associations that an individual has met high standards and has demonstrated competency in given knowledge and tasks.   
**Certification**

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

40.*(p. 12)* A(n) \_\_\_\_\_\_\_\_\_ person completes tasks with correctness and attention to detail.   
**Accurate**

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

41.*(p. 14)* \_\_\_\_\_\_is a trait characterized by working independently and offering to help others.   
**Initiative**

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

42.*(p. 19)* \_\_\_\_\_\_\_\_\_ is the ability to speak and act considerately in various situations.   
**Tact**

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

43.*(p. 4)* The \_\_\_\_\_\_\_\_\_\_ Role Delineation Chart is a good reference source that identifies the skills, duties, and procedures that medical assistants are educated to perform.  
   
**AAMA**

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

44.*(p. 5)* \_\_\_\_\_\_\_\_\_\_ is the most common and efficient mode of communication for many messages.   
**Electronic Communication**

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

45.*(p. 6)* The administrative medical assistant plays an important role in ensuring that the medical office's procedures comply with \_\_\_\_\_\_\_\_\_\_ concerning patient's records.   
**government regulations**

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

46.*(p. 6)* A basic understanding of a variety of \_\_\_\_\_\_\_\_\_\_ and the ability to use computers with mastery are essential workplace skills.   
**technologies**

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

47.*(p. 6)* The use of \_\_\_\_\_\_\_\_\_\_ to communicate is as widespread as telephone communication.   
**E-mail**

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

48.*(p. 7)* Excellent \_\_\_\_\_\_\_\_\_\_ skills often come from a genuine desire to work with people.   
**interpersonal**

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

49.*(p. 7)* Looking directly at the patient and listening with attention are ways to communicate \_\_\_\_\_\_\_\_\_\_ of the person.   
**acceptance**

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