Chapter 005 Office Management

**Multiple Choice Questions**

1. Identify what a patient may assume about the medical staff if the waiting area is in disarray, such as trash on the floor, tattered furniture, and scattered reading material.
A. That they are lazy.
B. That they work in a very busy practice.
C. That they lack professionalism.
D. That they are frustrated.

2. What type of environment should a medical office waiting area provide?
A. Comfortable
B. Energetic
C. Overwhelming
D. Fearful

3. A waiting area should not be:
A. Well organized
B. Clean
C. Calming
D. Oversized

4. What content should be avoided when television viewing is provided in the waiting area?
A. Cooking shows
B. Travel shows
C. Patient Education
D. Reality television or Soap operas

5. Chairs in the waiting area should be arranged:
A. With no spaces to allow for maximum seating.
B. With adequate walking space for patients.
C. Spaced out to prevent spread of illness.
D. There should be no seating provided.

6. What type of reading material should be found in a medical office waiting room?
A. Practice-related
B. Personal magazines of the staff.
C. Religious
D. Outdated

7. Which of the following is not a strategy for confronting stress?
A. Distinguish between perceived and realistic situations
B. Breathe
C. Walk away
D. Act immediately

8. What is a warning sign that the body is stressed?
A. Fatigue
B. Energy
C. Feeling rested
D. Normal pulse rate

9. Identify a task that the administrative medical assistant should always do to save time and help prevent mistakes when making travel arrangements.
A. Ask for help
B. Call a travel agent
C. Let the physician make the arrangements
D. Keep or make a travel folder

10. When scheduling travel for anyone at the practice, what organization should the administrative medical assistant contact via phone or online to check security changes for the airlines?
A. TSA
B. FFA
C. DEA
D. FDA

11. From the following, choose an item not included on a travel itinerary.
A. Flight information
B. Hotel information
C. Duties related to the physician's absence
D. Car rental details

12. Which item is not included in a policies and procedures manual?
A. Job descriptions
B. Office personnel directory
C. Medical records
D. Office procedures

13. Which of the following is a HIPAA-compliant method for patient registration in the waiting area?
A. Have patients sign their first and last names on a sign-in log.
B. Ask patients to verbally state their full name to the administrative medical assistant.
C. Ask patientsto sign a detachable label log, which is immediately removed prior to the next patient's signing the log.
D. Have patients sign their names on the log and mark it out with a highlighter.

14. During the monthly office meeting, Amy became defensive and angry when she received the news that all office staff would need to attend a two-day training workshop on the new EHR software. She is behind on her work and being out of the office will just put her more behind. How might Amy control her anger during the meeting without becoming a disruption?
A. She can take a quite, deep breath and re-evaluate her perception of the news.
B. She can walk out of the meeting.
C. She can key in a quick comment on a social network.
D. None of the above answers is an appropriate response.

15. An effective office manager is one who has which of the following attributes?
A. Understands the different roles of the office team members.
B. Delegates tasks and resources that need to be accomplished.
C. Manages available time.
D. All of the above answers are correct

16. Faith, Dr. Reyes's administrative medical assistant, needs to locate current information on fibromyalgia for a presentation Dr. Reyes will give at the next state medical conference. Which of the following would not be a credible source of information?
A. On-line medical journals
B. Case studies
C. Reprints from colleagues who published articles on fibromyalgia during the last three years
D. Verbal information gathered during a lunch break

17. Anthony, an administrative medical assistant, will continue to work in the medical office while Dr. Jones attends the American Medical Association National Conference. Dr. Jones will use her Smartphone to receive and send information and to correspond through e-mail. In addition, Dr. Jones would like to talk to Anthony on Tuesday and Thursday at 12:30 p.m. during a conference break. To prepare for the phone calls, Anthony should:
A. Wait to see what Dr. Jones wants to discuss and then retrieve the information.
B. Keep a log of important phone calls, mail, and messages, along with the related patient information, such as a chart or flagged EHR for quick reference.
C. Call other office staff and let them know when the doctor is going to call.
D. Take a nap prior to the call, so that he is refreshed.

18. When asked to design and construct a method to convey practice information to patients, Rivka was unsure of how to begin. She works for a new pediatrician and the general parent population of their patients is below the age of 30. Choose which of the following would be a productive first step?
A. Compile all the procedures and policies of the practice in a brochure format.
B. Research local printing costs.
C. Take a class on web design.
D. Conduct a survey of the patients' parents to determine their desired mode of delivery, such as electronic, written, or both.

**Fill in the Blank Questions**

19. \_\_\_\_\_\_\_\_\_\_ is an attempt to matching equipment, furniture, and physical needs in order to complete tasks without decreasing productivity.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

20. Two types of waiting areas should be in all medical offices: a sick patient area and a(n) \_\_\_\_\_\_\_ area.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

21. Wall colors should always be \_\_\_\_\_\_\_\_\_\_ in the medical office.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

22. \_\_\_\_\_\_\_\_\_\_ is an emotional and/or physiological reaction to external stimuli.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

23. Setting of unrealistic goals, being dissatisfied with anything less is defined as \_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

24. An individual must identify the \_\_\_\_\_\_\_\_\_\_ before effectively choosing how to respond to stress.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

25. Organization, priority setting, and being an achiever are all ways of preventing \_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

26. A(n) \_\_\_\_\_\_\_\_\_\_ leader provides clear and definitive expectations to his/her team members.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

27. A(n) \_\_\_\_\_\_\_\_\_\_ leader offers advice but is also a participant in the team dynamics and seeks input from other team members.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

28. A(n) \_\_\_\_\_\_\_\_\_\_ leader employs a "hands-off" policy and tends to allow other office team members to make their own decisions.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

29. Being a(n) \_\_\_\_\_\_\_\_\_ is recognized as someone who helps generously; freely gives credit to other employees for their word; contributes to a pleasant atmosphere; and relates well to colleagues as well as to managers.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

30. Directing others so that they are able to get more tasks done more efficiently may be part of the office manager's responsibility to increase \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

31. The office manager is expected to see beyond an immediate assignment, to view the whole business of the practice so as to contribute in ways that improve the daily operations of the office. This long-term vision is called \_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

32. The employer counts on the office manager to be able to analyze situations, determine the critical factors, apply knowledge gained in past working experience, and implement solutions. This set of skills is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

33. When physicians delegate the day-to-day management of the office, they may expect the office manager to get help from experts. This action is known as: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

34. A(n) \_\_\_\_\_\_\_\_\_\_ is a free copy of a published article.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

35. A daily schedule of travel events is known as a(n) \_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

36. The \_\_\_\_\_\_\_\_\_\_, or employee handbook, is the reference that provides all employees with information about the work environment.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

37. The policies and procedures manual should contain a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ containing the names, addresses, email addresses, and phone numbers of those to whom the physician may refer patients for services.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

38. A(n) \_\_\_\_\_\_\_\_\_\_\_ is an outline of the meeting that specifies the location, time, and major topics to be covered.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

39. The official record of the proceedings of a meeting is called the \_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

40. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ provides patient-related details of a medical practice.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

41. A person or reputable agency used to assist with travel arrangements is a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

42. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ would include descriptions of frequently ordered testing and surgical procedures along with an account of the restrictions on diet or activity that the procedures impose.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

43. An official publication of the American Association of Medical Assistants is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

44. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should be the primary focus of the reception area.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

45. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of individuals should be analyzed when designing work areas.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

46. Mismanagement of anger and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is one of the top triggers for producing negative stress.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

47. The ability to manage the office on a daily basis demands, above all, the quality of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

48. Good managers must be able to analyze the \_\_\_\_\_\_\_\_\_ of each situation and implement the most appropriate leadership style.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

49. If office forms are in an electronic format, a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should be included in the manual for reference and training.
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Multiple Choice Questions**

**Answers**

1.*(p. 188)* Identify what a patient may assume about the medical staff if the waiting area is in disarray, such as trash on the floor, tattered furniture, and scattered reading material.
A. That they are lazy.
B. That they work in a very busy practice.
**C.** That they lack professionalism.
D. That they are frustrated.

When the waiting area is in disarray with trash on the floor, tattered furniture, and scattered reading material, patients will assume that the medical staff lacks professionalism.

2.*(p. 188)* What type of environment should a medical office waiting area provide?
**A.** Comfortable
B. Energetic
C. Overwhelming
D. Fearful

A medical office waiting area should provide a comfortable feeling.

3.*(p. 188)* A waiting area should not be:
A. Well organized
B. Clean
C. Calming
**D.** Oversized

A waiting area should not be oversized.

4.*(p. 189)* What content should be avoided when television viewing is provided in the waiting area?
A. Cooking shows
B. Travel shows
C. Patient Education
**D.** Reality television or Soap operas

Reality television shows and Soap operas should be avoided when television viewing is provided in the waiting area.

5.*(p. 189)* Chairs in the waiting area should be arranged:
A. With no spaces to allow for maximum seating.
**B.** With adequate walking space for patients.
C. Spaced out to prevent spread of illness.
D. There should be no seating provided.

Chairs in the waiting area should be arranged with adequate walking space for patients.

6.*(p. 188)* What type of reading material should be found in a medical office waiting room?
**A.** Practice-related
B. Personal magazines of the staff.
C. Religious
D. Outdated

Practice-related material should be found in a medical office waiting room.

*1*

7.*(p. 193)* Which of the following is not a strategy for confronting stress?
A. Distinguish between perceived and realistic situations
B. Breathe
C. Walk away
**D.** Act immediately

Acting immediately is not a strategy for confronting stress.

8.*(p. 193)* What is a warning sign that the body is stressed?
**A.** Fatigue
B. Energy
C. Feeling rested
D. Normal pulse rate

Fatigue is a warning sign that the body is stressed.

9.*(p. 197)* Identify a task that the administrative medical assistant should always do to save time and help prevent mistakes when making travel arrangements.
A. Ask for help
B. Call a travel agent
C. Let the physician make the arrangements
**D.** Keep or make a travel folder

The administrative medical assistant should always keep or make a travel folder to save time and help prevent mistakes when making travel arrangements.

10.*(p. 197)* When scheduling travel for anyone at the practice, what organization should the administrative medical assistant contact via phone or online to check security changes for the airlines?
**A.** TSA
B. FFA
C. DEA
D. FDA

The TSA is the organization that the administrative medical assistant should contact to check security changes for the airlines.

11.*(p. 198-199)* From the following, choose an item not included on a travel itinerary.
A. Flight information
B. Hotel information
**C.** Duties related to the physician's absence
D. Car rental details

Duties related to the physician's absence are not included on a travel itinerary.

12.*(p. 206)* Which item is not included in a policies and procedures manual?
A. Job descriptions
B. Office personnel directory
**C.** Medical records
D. Office procedures

Medical records are not included in a policies and procedures manual.

13.*(p. 189)* Which of the following is a HIPAA-compliant method for patient registration in the waiting area?
A. Have patients sign their first and last names on a sign-in log.
B. Ask patients to verbally state their full name to the administrative medical assistant.
**C.** Ask patientsto sign a detachable label log, which is immediately removed prior to the next patient's signing the log.
D. Have patients sign their names on the log and mark it out with a highlighter.

Asking patients to sign a detachable label log, which is immediately removed prior to the next patient's signing the log is a HIPAA-compliant method for patient registration in the waiting area.

14.*(p. 193)* During the monthly office meeting, Amy became defensive and angry when she received the news that all office staff would need to attend a two-day training workshop on the new EHR software. She is behind on her work and being out of the office will just put her more behind. How might Amy control her anger during the meeting without becoming a disruption?
**A.** She can take a quite, deep breath and re-evaluate her perception of the news.
B. She can walk out of the meeting.
C. She can key in a quick comment on a social network.
D. None of the above answers is an appropriate response.

Amy can take a deep, quite, breath and re-evaluate her perception of the news to avoid becoming defensive and angry when she received the news that all office staff would need to attend a two day training workshop on the new EHR software.

15.*(p. 194-195)* An effective office manager is one who has which of the following attributes?
A. Understands the different roles of the office team members.
B. Delegates tasks and resources that need to be accomplished.
C. Manages available time.
**D.** All of the above answers are correct

An effective office manager understands the different roles of the office team members, delegates tasks and resources that need to be accomplished, and manages available time.

16.*(p. 196-197)* Faith, Dr. Reyes's administrative medical assistant, needs to locate current information on fibromyalgia for a presentation Dr. Reyes will give at the next state medical conference. Which of the following would not be a credible source of information?
A. On-line medical journals
B. Case studies
C. Reprints from colleagues who published articles on fibromyalgia during the last three years
**D.** Verbal information gathered during a lunch break

Verbal information gathered during a lunch break would not be a credible source of information.

17.*(p. 199-200)* Anthony, an administrative medical assistant, will continue to work in the medical office while Dr. Jones attends the American Medical Association National Conference. Dr. Jones will use her Smartphone to receive and send information and to correspond through e-mail. In addition, Dr. Jones would like to talk to Anthony on Tuesday and Thursday at 12:30 p.m. during a conference break. To prepare for the phone calls, Anthony should:
A. Wait to see what Dr. Jones wants to discuss and then retrieve the information.
**B.** Keep a log of important phone calls, mail, and messages, along with the related patient information, such as a chart or flagged EHR for quick reference.
C. Call other office staff and let them know when the doctor is going to call.
D. Take a nap prior to the call, so that he is refreshed.

Anthony should keep a log of important phone calls, mail, and messages, along with the related information, such as a chart or flagged EHR for quick reference.

18.*(p. 200)* When asked to design and construct a method to convey practice information to patients, Rivka was unsure of how to begin. She works for a new pediatrician and the general parent population of their patients is below the age of 30. Choose which of the following would be a productive first step?
A. Compile all the procedures and policies of the practice in a brochure format.
B. Research local printing costs.
C. Take a class on web design.
**D.** Conduct a survey of the patients' parents to determine their desired mode of delivery, such as electronic, written, or both.

Conducting a survey of the patients' parents to determine their desired mode of delivery, such as electronic, written, or both would be the first productive step to take when asked to design and construct a method to convey practice information to patients.

**Fill in the Blank Questions**

19.*(p. 189)* \_\_\_\_\_\_\_\_\_\_ is an attempt to matching equipment, furniture, and physical needs in order to complete tasks without decreasing productivity.
**Ergonomics**

Ergonomics is an attempt to matching equipment/furniture and physical needs in order to complete tasks without decreasing productivity.

20.*(p. 189)* Two types of waiting areas should be in all medical offices: a sick patient area and a(n) \_\_\_\_\_\_\_ area.
**Well-patient**

A well-patient area and a sick patient area should be in all medical offices.

21.*(p. 189)* Wall colors should always be \_\_\_\_\_\_\_\_\_\_ in the medical office.
**Neutral**

Wall colors should always be neutral in the medical office.

22.*(p. 190)* \_\_\_\_\_\_\_\_\_\_ is an emotional and/or physiological reaction to external stimuli.
**Stress**

Stress is an emotional and/or physiological response to external stimuli.

23.*(p. 192)* Setting of unrealistic goals, being dissatisfied with anything less is defined as \_\_\_\_\_\_\_\_\_\_.
**Perfectionism**

Setting of unrealistic goals, being dissatisfied with anything less is defined as perfectionism.

 24.*(p. 190)* An individual must identify the \_\_\_\_\_\_\_\_\_\_ before effectively choosing how to respond to stress.
**Stress trigger**

An individual must identify the stress trigger before effectively choosing how to respond to stress.

25.*(p. 191-192)* Organization, priority setting, and being an achiever are all ways of preventing \_\_\_\_\_\_\_\_\_\_.
**Stress**

Organization, priority, setting, and being an achiever are all ways of preventing stress.

26.*(p. 195)* A(n) \_\_\_\_\_\_\_\_\_\_ leader provides clear and definitive expectations to his/her team members.
**Authoritarian**

An authoritarian leader provides clear and definitive expectations to his/her team members.

27.*(p. 195)* A(n) \_\_\_\_\_\_\_\_\_\_ leader offers advice but is also a participant in the team dynamics and seeks input from other team members.
**Participative**

A participative leader offers advice but is also a participant in the team dynamics and seeks input from other team members.

28.*(p. 196)* A(n) \_\_\_\_\_\_\_\_\_\_ leader employs a "hands-off" policy and tends to allow other office team members to make their own decisions.
**Delegative**

A Delegative leader employs a "hands-off" policy and tends to allow other office team members to make their own decisions.

29.*(p. 194)* Being a(n) \_\_\_\_\_\_\_\_\_ is recognized as someone who helps generously; freely gives credit to other employees for their word; contributes to a pleasant atmosphere; and relates well to colleagues as well as to managers.
**Team player**

Being a team player is recognized as someone who helps generously; freely gives credit to other employees for their word; contributes to a pleasant atmosphere; and relates well to colleagues as well as to managers.

30.*(p. 194-195)* Directing others so that they are able to get more tasks done more efficiently may be part of the office manager's responsibility to increase \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Productivity**

Directing others so that they are able to get more tasks done more efficiently may be a part of the office manager's responsibility to increase productivity.

31.*(p. 195)* The office manager is expected to see beyond an immediate assignment, to view the whole business of the practice so as to contribute in ways that improve the daily operations of the office. This long-term vision is called \_\_\_\_\_\_\_\_\_\_.
**Strategic planning**

The office manager is expected to see beyond an immediate assignment, to view the whole business of the practice so as to contribute in ways that improve the daily operations of the office refers to strategic planning.

32.*(p. 195)* The employer counts on the office manager to be able to analyze situations, determine the critical factors, apply knowledge gained in past working experience, and implement solutions. This set of skills is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Problem solving skills**

The employer counts on the office manager to be able to analyze situations, determine the critical factors, apply knowledge gained in past working experience, and implement solutions is known as problem solving skills.

 33.*(p. 195)* When physicians delegate the day-to-day management of the office, they may expect the office manager to get help from experts. This action is known as: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Using available resources**

When physicians delegate the day-to-day management of the office, they may expect the office manager to get help from experts, this is known as using available resources.

34.*(p. 197)* A(n) \_\_\_\_\_\_\_\_\_\_ is a free copy of a published article.
**Reprint**

A reprint is a free copy of a published article.

35.*(p. 198)* A daily schedule of travel events is known as a(n) \_\_\_\_\_\_\_\_\_\_.
**Itinerary**

A daily schedule of travel is known as an itinerary.

36.*(p. 206)* The \_\_\_\_\_\_\_\_\_\_, or employee handbook, is the reference that provides all employees with information about the work environment.
**Policies and Procedures Manual**

The policies and procedures manual or employee handbook, is the reference that provides all employees with information about the work environment.

37.*(p. 211)* The policies and procedures manual should contain a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ containing the names, addresses, email addresses, and phone numbers of those to whom the physician may refer patients for services.
**Outside service files**

The policies and procedures manual should contain an outside service file containing the names, addresses, email addresses, and phone numbers of those to whom the physician may refer patients for services.

38.*(p. 201)* A(n) \_\_\_\_\_\_\_\_\_\_\_ is an outline of the meeting that specifies the location, time, and major topics to be covered.
**Agenda**

An agenda is an outline of the meeting that specifies the location, time, and major topics to be covered.

39.*(p. 202)* The official record of the proceedings of a meeting is called the \_\_\_\_\_\_\_\_\_\_.
**Meeting Minutes**

The official record of the proceedings of a meeting is called the meeting minutes.

40.*(p. 205)* A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ provides patient-related details of a medical practice.
**Patient information brochure**

A patient information brochure provides patient-related details of a medical practice.

41.*(p. 198)* A person or reputable agency used to assist with travel arrangements is a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_.
**Travel agent**

A person or reputable agency used to assist with travel arrangements is a travel agent.

42.*(p. 205)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ would include descriptions of frequently ordered testing and surgical procedures along with an account of the restrictions on diet or activity that the procedures impose.
**Patient education materials**

Patient education materials would include descriptions of frequently ordered testing and surgical procedures along with an account of the restrictions on diet or activity that the procedures impose.

43.*(p. 196)* An official publication of the American Association of Medical Assistants is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Journal of the American Medical Association**

An official publication of the American Association of Medical Assistants is the Journal of the American Medical Association.

44.*(p. 189)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should be the primary focus of the reception area.
**Patient confidentiality**

Patient confidentiality should be the primary focus of the reception area.

45.*(p. 189)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of individuals should be analyzed when designing work areas.
**Workflow**

Workflow of individuals should be analyzed when designing work areas.

46.*(p. 193)* Mismanagement of anger and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is one of the top triggers for producing negative stress.
**Conflict**

Mismanagement of anger and conflict is one of the top triggers for producing negative stress.

47.*(p. 195)* The ability to manage the office on a daily basis demands, above all, the quality of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
**Leadership**

The ability to manage the office on a daily basis demands, above all, the quality of leadership.

48.*(p. 196)* Good managers must be able to analyze the \_\_\_\_\_\_\_\_\_ of each situation and implement the most appropriate leadership style.
**Dynamics**

Good managers must be able to analyze the dynamics of each situation and implement the most appropriate leadership style.

49.*(p. 210)* If office forms are in an electronic format, a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ should be included in the manual for reference and training.
**Hard copy**

If office forms are in an electronic format, a hard copy should be included in the manual for reference and training.