

# Test Bank - Chapter 01

**Q1:** Which of the following is not required of a medical administrative assistant?

- A. Perform basic laboratory tests. (Correct)**
- B. Transcribe medical dictation.
- C. Prepare insurance claims.
- D. Record payments on account.

*Rationale: Performing basic laboratory tests is a clinical duty.*

**Q2:** All of the following are important skills for a medical administrative assistant except

- A. proper written communication skills.
- B. knowledge of medical terminology.
- C. medical records file management.
- D. all are correct (Correct)**

*Rationale: All answers are essential skills for a medical administrative assistant.*

**Q3:** The professional organization for individuals involved in transcribing medical reports is the

- A. AAMA.
- B. AMT.
- C. AHDI. (Correct)**
- D. AHIMA.

*Rationale: The Association for Healthcare Documentation Integrity is a professional organization for medical transcriptionists.*

**Q4:** The professional organization that administers the CPC examination is the

- A. AAMA.
- B. AAPC. (Correct)**
- C. AMT.
- D. AHIMA.
- E. IAAP.

*Rationale: The American Academy of Professional Coders is a professional organization that administers the medical coding examination for the CPC credential.*

**Q5:** Empathetic means

- A. confidential.
- B. working well in a group.
- C. reliable.

**D. imagining things from a patient's perspective. (Correct)**

E. friendly.

*Rationale: Empathy means that an individual has a deep understanding of what another individual is experiencing.*

**Q6:** Which of the following would a medical administrative assistant probably not expect to do during a typical day in a medical office?

A. Arrange an admission to the hospital.

B. Screen telephone calls.

C. Prepare a billing statement for a patient.

**D. Obtain a patient's vital signs. (Correct)**

E. A medical administrative assistant would perform all of the above.

*Rationale: Obtaining vital signs is a clinical duty and would not be performed by a medical administrative assistant.*

**Q7:** All of the following are administrative duties of a medical administrative assistant except

A. perform financial and bookkeeping procedures.

**B. assist the physician with examinations and procedures. (Correct)**

C. prepare correspondence.

D. manage office activities.

E. verify patient registration information.

*Rationale: Assisting with examinations and procedures is a clinical duty.*

**Q8:** Which of the following is true regarding professional appearance for a medical administrative assistant?

A. Tennis shoes should be worn with a business uniform.

B. Excessive use of perfume creates a pleasant atmosphere in the office.

C. Nail polish should never be worn.

**D. Jewelry and accessories should be kept to a minimum. (Correct)**

*Rationale: Jewelry and accessories are always best kept to a minimum so as to not interfere with job duties or not to be a hazard to a patient.*

**Q9:** Which of the following is not part of the educational training for a career as a medical administrative assistant?

A. Coding and billing practices

B. Communication skills

**C. Computer programming (Correct)**

D. Anatomy, physiology, and disease conditions

*Rationale: Computer programming is not a competency identified by the AAMA or the AMT. It also is not part of the training identified for medical assistants according to the Bureau of Labor Statistics.*

**Q10:** Which of the following are possible places of employment for a medical administrative assistant?

- A. Nursing home
- B. Home health agency
- C. Dental office
- D. All are correct (Correct)**

*Rationale: The professional skills of a medical administrative assistant would be valuable for a position in any of the facilities mentioned.*

**Q11:** Which of the following acceptable professional dress in a health care facility?

- A. Khaki pants and coordinating shirt
- B. Tennis shoes with white uniform
- C. Denim jacket and pants
- D. All are correct (Correct)**

*Rationale: Jeans are not appropriate attire in a healthcare setting.*

**Q12:** Which of the following is the responsibility of a medical administrative assistant?

- A. Making a bank deposit
- B. Coding services and diagnoses for a patient
- C. Preparing a statement of patient's account
- D. All are correct (Correct)**

*Rationale: All can be the responsibility of a medical administrative assistant.*

**Q13:** The nursing staff and the office staff should wear the same uniform to enable patients to readily identify employees of the office.

- A. True
- B. False (Correct)**

*Rationale: If the office staff and the nursing staff wear the same uniform, the patient may confuse a member of the office staff with a member of the nursing staff.*

**Q14:** Preparing a bank deposit may be the responsibility of a medical administrative assistant.

- A. True (Correct)**
- B. False

*Rationale: Medical administrative assistants may be responsible for the daily finances of an office.*

**Q15:** A medical administrative assistant's position usually is more specialized in a small office as compared with a large medical office.

A. True

**B. False (Correct)**

*Rationale: In a small office, a medical administrative assistant will have more responsibilities; hence her or his position will be less specialized.*

**Q16:** Because of the wide variety of patients in a medical office, office dress codes usually are very liberal.

A. True

**B. False (Correct)**

*Rationale: The health care environment is very conservative and usually will have a dress code policy with specific guidelines for employees' dress.*

**Q17:** The color of a business uniform is usually white.

A. True

**B. False (Correct)**

*Rationale: Business uniforms consist of suits or other attire and may be many different colors such as black, navy, brown, and so on.*

**Q18:** School projects and certifications of achievement are good additions to a student portfolio.

**A. True (Correct)**

B. False

*Rationale: A portfolio should include documentation of a student's accomplishments.*

**Q19:** Earnings for medical administrative assistants generally are the same across the United States.

A. True

**B. False (Correct)**

*Rationale: Earnings can vary greatly by geographic region.*

**Q20:** The employment forecast for medical administrative assistants is very good.

**A. True (Correct)**

B. False

*Rationale: The U.S. Bureau of Labor Statistics forecasts that medical assisting jobs will grow much faster than average, or by more than 14%, between 2022 and 2032.*

**Q21:** Certification is necessary for employment as a medical administrative assistant.

- A. True
- B. False (Correct)**

*Rationale: Certification is not required to work as a medical administrative assistant, but certification may help a medical administrative assistant obtain a position in a medical office.*

**Q22:** Medical administrative assistant, patient services assistant, and medical office assistant are all synonymous.

- A. True (Correct)**
- B. False

*Rationale: All of the job titles presented could be used for a position in which the business tasks of a medical office are performed.*

**Q23:** The patient is the reason why a medical administrative assistant (or any health care professional for that matter) works in a medical office, and patients should be the focus of the medical administrative assistant's work.

- A. True (Correct)**
- B. False

*Rationale: "The best interest of the patient is the only interest to be considered." (Dr. William J. Mayo, Mayo Clinic).*

**Q24:** A certification has no added value to an assistant's qualifications for a position in a medical office.

- A. True
- B. False (Correct)**

*Rationale: A certification may help an employee obtain employment within a medical office because the employer will know that the applicant is qualified.*

**Q25:** Because the health care environment is very conservative and professional, a health care organization usually will define what appropriate dress within the organization is.

- A. True (Correct)**
- B. False

*Rationale: An employee's appearance creates an impression of the medical office, and an office will usually define the requirements for dress to ensure that professional appearance and good grooming is understood by employees.*

**Q26:** Participating in continuing education is important for a medical administrative assistant.

- A. True (Correct)**

B. False

*Rationale: Health care and technology are continually changing, and it is important for a medical administrative assistant to keep pace with those changes.*

**Q27:** Medical assistant and medical administrative assistant have the same meaning and can be used interchangeably.

A. True

**B. False (Correct)**

*Rationale: A medical assistant performs both clinical and administrative duties and a medical administrative assistant performs only administrative duties.*

## Chapter Quizzes - Chapter 01

**Q1:** Which of the following is an administrative duty of a medical administrative assistant?

- A. Provide assistance to physician during a procedure.
- B. Prepare instruments for use in an exam room.
- C. Manage appointment schedule. (Correct)**
- D. Take and record patient's temperature.

*Rationale: Making an appointment schedule is an administrative duty. The remaining answer choices are all clinical duties.*

**Q2:** All of the following are possible job titles for an individual performing only administrative functions in a medical office except

- A. medical administrative assistant.
- B. patient services representative.
- C. medical office specialist.
- D. medical assistant. (Correct)**

*Rationale: The term "medical assistant" is used to describe an individual who is qualified to perform both administrative and clinical duties in a medical office.*

**Q3:** Genuine caring and concern for people and their circumstances can best be described as

- A. compassion. (Correct)**
- B. empathy.
- C. dependability.
- D. teamwork.

*Rationale: Compassionate individuals display genuine caring and concern for people.*

**Q4:** All of the following are professional appearance in a health care setting except

- A. denim pants and matching jacket (Correct)**
- B. tennis shoes with white uniform
- C. navy suit coat and pants
- D. black pants with coordinating shirt

*Rationale: Business casual or formal business dress are both appropriate in a professional health care environment. Neither of these would include denim clothing.*

**Q5:** Identify an organization responsible for certification of medical billing professionals.

- A. AHDI
- B. AMT

C. AAMA

**D. AAPC (Correct)**

*Rationale: The American Academy of Professional Coders (AAPC) is a professional group that offers certifications in coding, billing, auditing, documentation, compliance and practice management.*

**Q6:** A collection of samples of course work and projects that a student collects while enrolled in a medical administrative program is called a \_\_\_. (Fill in the blank)

*Answer: student portfolio*

*Rationale: A collection of samples of course work and projects that a student collects while enrolled in a medical administrative program is called a student portfolio. It can include an appointment project from a medical office procedures course; a bookkeeping project from a medical billing course; samples of medical transcription, letters, and other medical office documents produced by the student.*

**Q7:** A(n) \_\_\_ provides practical on-the-job experience in a medical office while a student is still enrolled in school. (Fill in the blank)

*Answer: internship*

*Rationale: An internship is usually an unpaid job opportunity during which a student works in a medical office and performs office activities under the supervision of an office employee. This allows the student to practice skills and gain on-the-job experience.*

**Q8:** \_\_\_ involves the production of medical reports for inclusion in a patient's medical record. (Fill in the blank)

*Answer: Medical transcription*

*Rationale: Medical transcription involves the production of medical reports that provide a legal record of a patient's visit with a health care provider.*

**Q9:** Regarding patients, health care employees are expected to keep everything they see, hear, or do \_\_\_. (Fill in the blank)

*Answer: confidential*

*Rationale: All health care personnel are expected to hold confidential all that they hear, see, or do regarding patients and their health care.*

**Q10:** A(n) \_\_\_ performs both administrative and clinical duties in a medical office. (Fill in the blank)

*Answer: medical assistant*

*Rationale: A medical assistant performs both administrative and clinical duties in a medical office.*

**Q11:** Uniforms are sometimes worn by the office staff.

**A. True (Correct)**

B. False

*Rationale: Health care organizations may have administrative employees wear uniforms or professional dress while on the job.*

**Q12:** Knowledge of human anatomy and physiology is important for a medical administrative assistant.

**A. True (Correct)**

B. False

*Rationale: Because a medical administrative assistant works with health information all day, knowledge of human anatomy & physiology is important to perform job responsibilities.*

**Q13:** Coding is used for billing and insurance purposes in the medical office.

**A. True (Correct)**

B. False

*Rationale: Diagnosis and procedure coding is used for billing and insurance procedures.*

**Q14:** Personal qualities are also known as innate skills.

A. True

**B. False (Correct)**

*Rationale: Personal qualities are known as soft skills. They can be learned over time.*