***Pearson’s Comprehensive Medical Assisting, 5e* (Routh)**

**Chapter 1 Medical Assisting: The Profession**

1.1 True/False Questions

1) A physician may never delegate tasks to a medical assistant that would be viewed as a medical assistant practicing medicine.

Answer: TRUE

Page Ref: 8

Objective: 1.6

2) The medical assistant's main responsibility is to assist the physician in providing patient care.

Answer: TRUE

Page Ref: 6

Objective: 1.5

3) State laws can vary on who can delegate duties to a medical assistant.

Answer: TRUE

Page Ref: 8

Objective: 1.6

4) It is important to present a confident, professional image that helps put the patient at ease.

Answer: TRUE

Page Ref: 10

Objective: 1.7

5) More and more employers are requiring credentials as a condition for employment.

Answer: TRUE

Page Ref: 10

Objective: 1.8

6) It is your responsibility as a medical assistant to only practice within your scope of practice.

Answer: TRUE

Page Ref: 6

Objective: 1.5

7) A credentialed medical assistant can perform the same duties as a licensed nurse.

Answer: FALSE

Page Ref: 8

Objective: 1.5

8) The Centers for Medicare and Medicaid Services (CMS) issued a final ruling mandating that *every* medical assistant is able to enter physician orders in a computerized order entry system.

Answer: FALSE

Page Ref: 10

Objective: 1.8

9) The medical assistant is uniquely qualified to perform the administrative and clinical procedures associated with the responsibilities of a medical office assigned by the physician.

Answer: TRUE

Page Ref: 6

Objective: 1.5

10) A patient navigator is the primary source of communication between the patient and their health care providers.

Answer: TRUE

Page Ref: 13

Objective: 1.11

11) One of the goals of a patient navigator is to streamline the health care services that the patient receives.

Answer: TRUE

Page Ref: 13

Objective: 1.11

12) A job in the medical records department would require general administrative skills, an understanding of medical terminology, and knowledge of insurance coding.

Answer: TRUE

Page Ref: 14

Objective: 1.10

13) The National Healthcareer Association (NHA) offers three medical assisting credentials, the Certified Clinical Medical Assistant (CCMA), the Certified Medical Administrative Assistant (CMAA), and the National Certified Medical Assistant (NCMA).

Answer: FALSE

Page Ref: 12

Objective: 1.9

14) Medical assisting requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience.

Answer: TRUE

Page Ref: 4

Objective: 1.3

15) A medical assistant in a diploma program should expect to be in school for six months to one year.

Answer: TRUE

Page Ref: 5

Objective: 1.3

16) In addition to normal business hours, urgent care facilities have business hours at night and on the weekends.

Answer: TRUE

Page Ref: 6

Objective: 1.10

17) The Medical Office Assistant (NCMOA) credential is offered by the National Center for Competency Testing (NCCT).

Answer: TRUE

Page Ref: 12

Objective: 1.9

18) Potential job opportunities for medical assistants may include insurance claims coder and multifunctional technician.

Answer: TRUE

Page Ref: 13

Objective: 1.10

19) A physician's office is an example of an ambulatory care setting.

Answer: TRUE

Page Ref: 13

Objective: 1.10

20) Medical assistants who witness unsafe workplace behavior have a responsibility to notify their supervisor.

Answer: TRUE

Page Ref: 12

Objective: 1.5

1.2 Multiple Choice Questions

1) Which of the following is NOT an administrative responsibility of a medical assistant?

A) Greeting and receiving patients

B) Giving an injection

C) Handling petty cash

D) Reconciling bank statements

Answer: B

Page Ref: 6, 7

Objective: 1.5

2) Which of the following is NOT a clinical responsibility of a medical assistant?

A) Obtaining a medical history

B) Cleaning and sterilizing equipment

C) Transcribing medical dictation

D) Performing electrocardiograms (ECGs)

Answer: C

Page Ref: 7, 8

Objective: 1.5

3) Which of the following is a clinical responsibility of a medical assistant?

A) Obtaining a patient's vital signs

B) Maintaining employee records

C) Handling insurance claims

D) Managing the telephone

Answer: A

Page Ref: 7

Objective: 1.5

4) Which of the following is an administrative responsibility of a medical assistant?

A) Filing patient records

B) Venipuncture

C) Collecting laboratory specimens

D) Disposing of hazardous waste

Answer: A

Page Ref: 78

Objective: 1.5

5) Students who desire to one day advance to a management position should pursue a \_\_\_\_\_\_\_\_ program in the field of medical assisting.

A) bachelor's

B) certificate

C) degree

D) diploma

Answer: C

Page Ref: 5

Objective: 1.3

6) Which of the following is an outpatient setting that offers comprehensive health care services in one convenient location?

A) Clinic

B) Patient-centered medical home

C) Physician's office

D) Urgent care facility

Answer: B

Page Ref: 13

Objective: 1.10

7) Historically, medical assistants were trained on the job by \_\_\_\_\_\_\_\_.

A) a receptionist

B) another medical assistant

C) a physician

D) a nurse

Answer: C

Page Ref: 3

Objective: 1.2

8) Which of the following is *not* one of the education/training programs available for the medical assistant?

A) Bachelor's

B) Certificate

C) Degree

D) Diploma

Answer: A

Page Ref: 4, 5

Objective: 1.3

9) The American Medical Technologists (AMT) is a certifying agency for all of the following *except* \_\_\_\_\_\_\_\_.

A) dental assistants

B) medical assistants

C) phlebotomists

D) respiratory therapists

Answer: D

Page Ref: 10, 11

Objective: 1.9

10) Which of the following programs, in the field of medical assisting, is approximately 18 months to 2 years in length?

A) Bachelor's

B) Certificate

C) Degree

D) Diploma

Answer: C

Page Ref: 5

Objective: 1.3

11) In many cases, who will be the first health professional the patient will encounter?

A) Physician

B) Medical assistant

C) Doctor

D) Licensed practical nurse

Answer: B

Page Ref: 9

Objective: 1.7

12) Which of the following is *not* appropriate while working with patients nearby?

A) Chewing gum

B) Drinking

C) Eating

D) All of the above

Answer: D

Page Ref: 10

Objective: 1.7

13) Which of the following is *not* an administrative responsibility?

A) Inventory control–ordering and storing of supplies

B) Computer skills

C) Scheduling patients

D) Screening nonpatients and visitors

Answer: A

Page Ref: 6, 7, 8

Objective: 1.5

14) Which of the following is *not* a clinical responsibility?

A) Preparing patients for X-rays

B) Assisting the physician during procedures

C) Coding procedures

D) Performing dressing changes

Answer: C

Page Ref: 7, 8

Objective: 1.5

15) Which of the following is *not* a form of communication?

A) Nonverbal

B) Spoken/verbal

C) Thought

D) Written

Answer: C

Page Ref: 10

Objective: 1.7

16) Which of the following is an example of being proactive?

A) Arriving to work on time

B) Keeping skills and knowledge current

C) Being friendly to patients and coworkers

D) Laying out supplies before a procedure

Answer: D

Page Ref: 9

Objective: 1.7

17) Experienced medical assistants may find work as which of the following?

A) Office managers

B) Instructors of medical assistant education programs

C) Medical records managers

D) All of the above

Answer: D

Page Ref: 13

Objective: 1.10

18) Which of the following ambulatory settings best fits the following job description? "Requires clinical and administrative skills to schedule and assist with patients needing special medical attention."

A) Nursing home

B) Clinic

C) Extended care center

D) Hospital

Answer: B

Page Ref: 13

Objective: 1.10

19) Choose the job title that fits the following description: "Requires clinical skills to draw blood samples for testing."

A) Electrocardiography (ECG) technician

B) Medical laboratory assistant

C) Patient care technician

D) Phlebotomist

Answer: D

Page Ref: 14

Objective: 1.10

20) \_\_\_\_\_\_\_\_ indicates that a candidate has met the required education or experience criteria of a credentialing agency or professional organization.

A) Certification

B) Mastery

C) Graduation

D) Credentialing

Answer: A

Page Ref: 10

Objective: 1.1

21) A \_\_\_\_\_\_\_\_ is granted for each measured increment of training or education.

A) Certified Medical Assistant (CMA) certificate

B) Registered Medical Assistant RMA (AMT) credential

C) Certified Postsecondary Instructors (CPI) credential

D) continuing education unit (CEU)

Answer: D

Page Ref: 10

Objective: 1.9

22) Which of the following is *not* a job opportunity that a medical assistant should pursue?

A) Clinic aide

B) Data processing clerk

C) Intravenous technician

D) Billing or collection assistant

Answer: C

Page Ref: 13

Objective: 1.10

23) A \_\_\_\_\_\_\_\_ streamlines the patient's health care experience by facilitating the patient's health care needs, encouraging compliance with the plan of care, and helping the patient maintain or develop self-care skills.

A) clinic aide

B) clinical assistant

C) patient navigator

D) multifunctional technician

Answer: C

Page Ref: 13

Objective: 1.11

24) The \_\_\_\_\_\_\_\_ was the first organization to place an emphasis on the educational objectives of medical assisting.

A) American Association of Medical Assistants (AAMA)

B) Commission on Accreditation of Allied Health Educational Programs (CAAHEP)

C) National Center for Competency Testing (NCCT)

D) National Healthcareer Association (NHA)

Answer: A

Page Ref: 4

Objective: 1.2

25) A medical assistant who uses \_\_\_\_\_\_\_\_ is able to make decisions responsibly.

A) discretion

B) empathy

C) integrity

D) thoroughness

Answer: A

Page Ref: 9

Objective: 1.7

26) A medical assistant with \_\_\_\_\_\_\_\_ will adhere to a code of values.

A) discretion

B) empathy

C) groupthink

D) integrity

Answer: D

Page Ref: 9

Objective: 1.7

27) The ability to work with the sick and the infirm depends on one's ability and willingness to show \_\_\_\_\_\_\_\_.

A) discretion

B) emotion

C) empathy

D) integrity

Answer: C

Page Ref: 9

Objective: 1.7

28) Which of the following is one of the four main content areas identified by the Interprofessional Education Collaborative (ICP) for the development of interprofessional competencies by the health professions students?

A) Administrative Procedures

B) Career Development

C) Medical Laws and Ethics

D) Teams and Teamwork

Answer: D

Page Ref: 6

Objective: 1.4

29) The Commission on Accreditation of Allied Health Education Programs (CAAHEP) states that to provide for student attainment of "Entry-Level Competencies for the Medical Assistant," the curriculum must include certain content. Which of the following is *not* required content?

A) Anatomy and physiology

B) Medical terminology

C) Psychology

D) Physics

Answer: D

Page Ref: 5

Objective: 1.4

30) A(n) \_\_\_\_\_\_\_\_ is a required part of the medical assistant's education and involves working without payment in a physician's office, clinic, or hospital setting for, typically, 160 to 200 hours.

A) mentorship

B) residency

C) externship

D) job shadow

Answer: C

Page Ref: 6

Objective: 1.4

31) The \_\_\_\_\_\_\_\_ credential is awarded to candidates who pass the American Medical Technologists (AMT) certification examination.

A) Certified Medical Administrative Assistant (CMAA)

B) Certified Medical Assistant (CMA)

C) National Certified Medical Assistant (NCMA)

D) Registered Medical Assistant (RMA)

Answer: D

Page Ref: 11

Objective: 1.8

32) \_\_\_\_\_\_\_\_ is a voluntary review undergone by an institution to determine whether its school meets or exceeds standards set forth.

A) Meditation

B) Crediting

C) Accreditation

D) Schooling

Answer: C

Page Ref: 5

Objective: 1.1

33) The Accrediting Bureau of Health Education Schools (ABHES) outlines which of the following content areas as part of the medical assisting curriculum?

A) Applied Mathematics

B) Infection Control

C) Nutrition

D) Pharmacology

Answer: D

Page Ref: 6

Objective: 1.3

34) Confidentiality is the ability to maintain \_\_\_\_\_\_\_\_.

A) privacy

B) empathy

C) full disclosure

D) integrity

Answer: A

Page Ref: 9

Objective: 1.7

35) Physicians began to hire medical assistants to handle both the administrative and clinical responsibilities of the medical office because for a period of time there was a shortage of \_\_\_\_\_\_\_\_.

A) administrative assistants

B) nursing assistants

C) physician assistants

D) nurses

Answer: D

Page Ref: 3

Objective: 1.2

36) Which of the following is *not* a quality or characteristic regularly found in good medical assistants?

A) Integrity

B) Empathy

C) Discretion

D) Humility

Answer: D

Page Ref: 9

Objective: 1.7

37) No information is to be disclosed without the \_\_\_\_\_\_\_\_ permission of the patient.

A) oral

B) trusted

C) verbal

D) written

Answer: D

Page Ref: 9

Objective: 1.7

38) For the certified medical assistant (CMA) credential to remain current, it must be revalidated every \_\_\_\_\_\_\_\_ years, either by earning continuing education units (CEUs) or through reexamination.

A) 1

B) 3

C) 5

D) 10

Answer: C

Page Ref: 10

Objective: 1.8

39) According to the U.S. Department of Labor Statistics, "Employment of medical assistants is projected to grow \_\_\_\_\_\_\_\_ percent from 2019 to 2029, much faster than the average for all occupations."

A) 25

B) 19

C) 9

D) 4

Answer: B

Page Ref: 13

Objective: 1.10

40) Which ambulatory care setting below best matches the job description of caring for patients who require immediate medical treatment?

A) Clinic

B) Physician's office

C) Rehabilitation center

D) Urgent care facility

Answer: D

Page Ref: 13

Objective: 1.10

41) Which ambulatory care setting below best matches the job description of providing care for patients recovering from illness or injury?

A) Clinic

B) Freestanding facility

C) Physician's office

D) Rehabilitation center

Answer: D

Page Ref: 13

Objective: 1.10

42) Which department/specialty below best matches the job description of working with patients, third-party payers, and insurance companies to process insurance forms; claims forms; and DRG, ICD, CPT, and HCPC coding?

A) Admissions

B) Billing and insurance

C) Medical records

D) Surgery

Answer: B

Page Ref: 14

Objective: 1.10

43) Which department/specialty below best matches the job description of performing clinical skills to sterilize surgical instruments?

A) Admissions

B) ECG/EKG technician

C) Phlebotomy

D) Surgery

Answer: D

Page Ref: 14

Objective: 1.10

44) Which of the following is an example of thoroughness?

A) Paying attention to the details of an assigned task

B) Not disclosing patient information without the patient's permission

C) Determining the most appropriate way to communicate with the patient

D) Being dependable

Answer: A

Page Ref: 9

Objective: 1.7

45) It is the medical assistant's responsibility to become familiar with the medical assistant's scope of practice in his or her \_\_\_\_\_\_\_\_.

A) county

B) township

C) state

D) country

Answer: C

Page Ref: 6

Objective: 1.5

46) A term related to assigning work-related tasks for which the medical assistant is both responsible and competent to complete is called \_\_\_\_\_\_\_\_.

A) delegating duties

B) office duties

C) physician's duty

D) responsive duties

Answer: A

Page Ref: 8

Objective: 1.5

47) Due to liability issues and increased responsibilities, most modern clinics will only employ individuals who have received some type of \_\_\_\_\_\_\_\_.

A) higher education

B) postgraduate degree

C) formal training

D) vocational education

Answer: C

Page Ref: 3

Objective: 1.3

48) The American Association of Medical Assistants (AAMA) provides which medical assisting credential?

A) Certified Medical Administrative Assistant (CMAA)

B) Certified Medical Assistant (CMA)

C) National Certified Medical Assistant (NCMA)

D) Registered Medical Assistant (RMA)

Answer: B

Page Ref: 10

Objective: 1.9

49) To qualify for RMA (Registered Medical Assistant) certification, proof of work experience is not required if you \_\_\_\_\_\_\_\_.

A) graduated within the last three years

B) graduated within the last four years

C) graduated over three years ago

D) graduated over four years ago

Answer: A

Page Ref: 11

Objective: 1.9

50) Which of the following is *not* considered a characteristic required for a medical assistant?

A) Thoroughness

B) Punctuality

C) Seriousness

D) Proactivity

Answer: C

Page Ref: 9

Objective: 1.7