

**Chapter 01: The Professional Medical Assistant and the Healthcare Team**  
**Niedzwiecki: Kinn's The Clinical Medical Assistant, 14th Edition**

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**MULTIPLE CHOICE**

1. Which of the following is a characteristic of stage 1 learners according to the learning style inventory?
  - a. Want to practice what you are learning.
  - b. Learn best with hands-on practice.
  - c. Like to create ways of thinking about the material.
  - d. Comfortable watching rather than doing.
  - e. Want to practice what you are learning and learn best with hands-on practice.

ANS: D

Stage 1 learners have a concrete reflective style. These students want to know the purpose of the information and have a personal connection to the content. They like to consider a situation from many points of view, observe others, and plan before taking action. They feel most comfortable watching rather than doing.

REF: p. 9

OBJ: 5

TOP: Healthcare Systems: Roles of Allied Health Personnel

MSC: CAAHEP: X.C.5 | ABHES: 1.c

2. Which of the following mind maps would display the cause and effect of events?
  - a. Spider map
  - b. Fishbone map
  - c. Chain-of-events map
  - d. Cycle map

ANS: C

The chain-of-events map displays the cause and effect of events, such as infection control or the history of medicine.

REF: p. 10

OBJ: 6

TOP: Healthcare Systems: Roles of Allied Health Personnel

MSC: CAAHEP: X.C.5 | ABHES: 1.c

3. Which of the following is NOT part of critical thinking?
  - a. Sorting out conflicting information
  - b. Weighing your knowledge about the information
  - c. Deciding on a reasonable belief or action
  - d. Incorporating personal beliefs

ANS: D

The process of critical thinking involves: (1) sorting out conflicting information, (2) weighing your knowledge about that information, (3) ignoring or letting go of personal biases, and (4) deciding on a reasonable belief or action. Critical thinking is actually an active search for the truth.

REF: p. 12

OBJ: 6

TOP: Healthcare Systems: Roles of Allied Health Personnel

MSC: CAAHEP: X.C.5 | ABHES: 1.c

4. Which scientist first described circulatory system?
- Edward Jenner
  - William Harvey
  - John Hunter
  - Andreas Vesalius

ANS: B

William Harvey announced in 1628 that the heart acts as a muscular pump, forcing and propelling the blood throughout the body.

REF: p. 14                      OBJ: 7                      TOP: Healthcare Systems: Interdisciplinary relationships

MSC: CAAHEP: X.C.2 | ABHES: 1.b

5. What contribution made by Ignaz Philipp Semmelweis drastically reduced deaths that commonly took place in hospitals?
- Promotion of the use of vaccinations in Hungary
  - Insistence on the disinfection of physicians' hands before they assisted with childbirth
  - Encouragement of better educational methods for hospital personnel
  - Discovery that heat killed disease-causing microorganisms in contaminated water

ANS: B

Semmelweis realized that infections were caused by physicians who did not wash and disinfect their hands before assisting with childbirth.

REF: p. 14                      OBJ: 7                      TOP: Healthcare Systems: Interdisciplinary relationships

MSC: CAAHEP: X.C.2 | ABHES: 1.b

6. Which two scientists developed a vaccine that brought polio under control?
- Helen Taussig and Alfred Blalock
  - Albert Sabin and Jonas Salk
  - Alexander Fleming and Howard Florey
  - Walter Reed and Sir Frederick Grant Banting

ANS: B

Sabin and Salk developed the vaccination that brought polio under control.

REF: p. 14                      OBJ: 7                      TOP: Healthcare Systems: Interdisciplinary relationships

MSC: CAAHEP: X.C.2 | ABHES: 1.b

7. Which procedure was first performed by Dr. Christiaan Barnard?
- Operation to save babies born with malformed hearts
  - Heart transplant from one human to another
  - Catheterization for diagnosis of heart disease
  - Injection of penicillin to cure infectious diseases

ANS: B

Dr. Christiaan Barnard performed the world's first heart transplant from one human to another.

REF: p. 14                      OBJ: 7                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

8. Which statement best describes the main difference between the DO and the MD?
- The training for the DO includes more courses and a longer residency.
  - Only the MD can prescribe drugs for the prevention and treatment of disease.
  - The DO places more emphasis on the relationship of the musculoskeletal structure to the function of organs and tissues in the body.
  - The license for the MD has more requirements and is more difficult to earn.

ANS: C

Doctors of osteopathy stress preventive medicine and holistic patient care. They also place a special emphasis on the musculoskeletal system and osteopathic manipulative therapy.

REF: p. 13                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

9. The allied health specialist who performs ultrasound diagnostic procedures under the supervision of a physician is called a(n):
- cytotechnologist.
  - diagnostic medical sonographer.
  - electroneurodiagnostic technologist.
  - perfusionist.

ANS: B

A diagnostic medical sonographer performs ultrasound diagnostic procedures under the order and supervision of a physician.

REF: p. 17                      OBJ: 8  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

10. A medical doctor who specializes in the treatment of disorders of the eye is called an:
- otolaryngologist.
  - optometrist.
  - obstetrician.
  - ophthalmologist.

ANS: D

The medical doctor who specializes in eye disorders is an ophthalmologist. An optometrist is not a medical doctor.

REF: p. 15                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

11. Which legislation most affects the which laboratory tests can be performed in a physician's office lab?
- OSHA
  - CLIA
  - CDC
  - WHO

ANS: B

CLIA (Clinical Laboratory Improvement Amendments) stipulates that only CLIA-waived tests can be performed in a physician's office.

REF: p. 20                    OBJ: 8                    TOP: Law and Ethics: Acts and Legislation  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

12. What type of registered nurse has advanced training to diagnose and treat common illnesses?
- Anesthetist
  - Practitioner
  - Dietician
  - Practical

ANS: B

Nurse practitioners are trained to diagnose and treat common illnesses under the supervision of a physician.

REF: p. 16                    OBJ: 8  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

13. A method of prioritizing patients so that the most urgent cases receive care first is called:
- case management.
  - accreditation.
  - triage.
  - quality control.

ANS: C

*Triage* is the sorting and allocation of treatment to patients according to a system of priorities designed to maximize the number of survivors and treat the sickest patients first.

REF: p. 2                    OBJ: 11  
TOP: Healthcare Systems: Roles of Allied Health Personnel                    MSC: CAAHEP: | ABHES: 5.f

14. The Father of Medicine contributed which of the following to medicine?
- Dissection techniques
  - More than 500 treatises
  - Hippocratic Oath
  - Robotics

ANS: C

Hippocrates, the Father of Medicine, wrote the Hippocratic Oath.

REF: p. 12                    OBJ: 7

TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

15. Which of the following patients is *not* receiving care in an ambulatory center?
- A patient in a freestanding emergency center
  - A patient in a day surgery center
  - A hospital inpatient
  - A patient in a physician's office

ANS: C

A hospital inpatient is not considered to be inside an ambulatory care center.

REF: p. 20                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

16. Which of the following is *not* a category of compliance for meeting standards of care?
- Assessment and care of patients
  - Orientation, education, and training of staff
  - Physicians' rights
  - Medical staff qualifications

ANS: C

Patients' rights, not physicians' rights, is a category of compliance for meeting standards of care.

REF: p. 20                      OBJ: 3  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

17. The health professional who provides basic patient care services, including diagnosing illnesses and prescribing medications, is a:
- nurse practitioner.
  - nurse anesthetist.
  - licensed practical nurse.
  - vocational nurse.

ANS: A

The nurse practitioner can provide patient care, diagnose illnesses, and prescribe medication under the supervision of a physician.

REF: p. 16                      OBJ: 8  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

18. Which of the following agencies, founded in 1939, is a nationally recognized certification agency for multiple allied health professionals?
- NHA
  - AMT
  - AAMA
  - CAAHEP

ANS: B

The American Medical Technologists (AMT) was founded in 1939 as a nationally recognized certification agency for multiple allied health professionals, including Medical Laboratory Technician (MLT), Phlebotomy Technician (RPT), Medical Assistant (RMA), Medical Administrative Specialist (CMAS), and Dental Assistant (RDA).

REF: p. 7                    OBJ: 4                    TOP: Law and Ethics: Licensure/Certification  
MSC: CAAHEP: X.C.5 | ABHES: 1.c

19. DO refers to which of the following physicians?
- Doctor of medicine
  - Osteopathic physicians
  - Doctor of chiropractic
  - Doctor of optometry

ANS: B

Osteopathic physicians (Doctor of Osteopathy [DO]) complete requirements similar to those of MDs to graduate and practice medicine. Osteopaths use medicine and surgery, in addition to osteopathic manipulative therapy (OMT), in treating their patients.

REF: p. 13                    OBJ: 8                    TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

20. Medical centers and regional and specialty hospitals are considered \_\_\_\_\_.
- primary level of care
  - secondary level of care
  - tertiary level of care
  - interconnected level of care

ANS: C

Tertiary level of care includes the following: a referral system for primary or secondary care facilities, providing care for complicated cases for trauma and medical centers and regional and specialty hospitals.

REF: p. 18                    OBJ: 8  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

21. Which of the following is *not* a key feature of the PCMH?
- Comprehensive care
  - Patient-centered care
  - Inpatient services
  - Accessible services
  - Quality and safety

ANS: C

According to the AHRQ, the patient-centered medical home has five core functions and attributes: (1). *Comprehensive care*, (2). *Patient-centered care*, (3). *Coordinated care*, (4). *Accessible services*, and (5). *Quality and safety*.

REF: pp. 21-22                    OBJ: 9                    TOP: Healthcare Systems: Delivery Models  
MSC: CAAHEP: VIII.C.4 | ABHES: 5.g

22. One factor is absolutely true about all practicing medical assistants—they are not independent practitioners. Whether certified or not, regardless of length of training or experience, every medical assistant must practice under the direct supervision of a physician or other licensed practitioner (e.g., nurse practitioner or physician assistant).
- Both statements are true.
  - Both statements are false.
  - The first statement is true; the second is false.
  - The first statement is false; the second is true.

ANS: A

One factor is absolutely true about all practicing medical assistants—they are not independent practitioners. Whether certified or not, regardless of length of training or experience, every medical assistant must practice under the direct supervision of a physician or other licensed practitioner (e.g., nurse practitioner or physician assistant).

REF: p. 5                    OBJ: 3  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

23. All of the following are examples of specific tasks that are beyond the scope of practice of medical assistants *except* one. Which is the *exception*?
- Giving out drug samples with provider permission
  - Making recommendations about OTC drugs and remedies
  - Operating laser equipment
  - Analyzing test results

ANS: A

Some specific tasks are beyond the scope of practice of medical assistants, including the following: performing telephone or in-person triage, assessing or diagnosing symptoms, prescribing medications or making recommendations about over-the-counter drugs and remedies, giving out drug samples without provider permission, automatically submitting refill prescription requests without provider orders, administering intravenous (IV) medications and starting, flushing, or removing IV lines unless permitted by state law, analyzing or interpreting test results, and/or operating laser equipment.

REF: p. 5                    OBJ: 3                    TOP: Law and Ethics: Scope of Practice  
MSC: CAAHEP: X.C.2 | ABHES: 1.b | ABHES: 1.d

24. The mental or emotional condition with respect to cheerfulness or confidence is called:
- morale.
  - tenacity.
  - insubordination.
  - initiative.

ANS: A

*Morale* is defined as the emotional or mental condition with respect to cheerfulness or confidence.

REF: p. 2                    OBJ: 12  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

25. Deciding which tasks are most important is called:
- modification.
  - teaching.
  - prioritizing.
  - procrastinating.

ANS: C

The medical assistant is prioritizing tasks when he or she is deciding which tasks are most important.

REF: p. 23                    OBJ: 11                    TOP: Clerical Procedures: Time Management  
MSC: CAAHEP: X.C.5 | ABHES: 5.f

26. Which of the following statements about professionalism is true?
- It must be practiced at all times in the workplace.
  - It can lead to wage increases and promotions.
  - Unacceptable behavior is detrimental to the medical assistant's career.
  - All are correct.

ANS: D

Students must practice professionalism throughout their time in the classroom because habits are difficult to break. Good habits will carry over into the externship experience.

REF: p. 4                    OBJ: 2  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 5.f

27. A person who is characterized by or conforms to the technical or ethical standards of a certain profession is considered to be:
- detrimental.
  - commensurate.
  - professional.
  - moral.

ANS: C

The professional medical assistant displays ethics above reproach.

REF: p. 4                    OBJ: 2  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 5.f

28. An obstruction to professionalism could be:
- a cooperative co-worker.
  - a co-worker who assists in completing a difficult task.
  - bringing personal problems to the office.
  - speaking in an even, calm tone.

ANS: C

Personal problems and baggage can distract the medical assistant and become an obstruction to professionalism in the workplace.

REF: p. 24            OBJ: 12  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 5.f

29. The prime concern of all employees of the physician's office should be:
- caring for the patient.
  - getting all tasks completed each day.
  - completely resolving every patient's health issues.
  - a profitable practice.

ANS: A

The prime concern of every employee in the physician's office is the patient's care.

REF: p. 24            OBJ: 12  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.g

30. Which of the following skills would *not* be an appropriate expectation of a competent medical assistant?
- Performing insurance coding and billing
  - Giving instructions to patients about self-care after treatments
  - Using the computer to perform a variety of office functions
  - Diagnosing common patient symptoms

ANS: D

The medical assistant cannot diagnose common patient symptoms, because that would constitute practicing medicine without a license.

REF: pp. 2-3            OBJ: 1  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

31. Which statement best describes the relationship of administrative and clinical medical assisting responsibilities?
- Administrative duties require the least interpersonal contact.
  - The two are equally important for maintaining a high-quality medical practice.
  - Clinical duties offer more variety in the type of work performed.
  - Clinical tasks are more difficult to learn than are administrative tasks.

ANS: B

Clinical and administrative skills are equally important in the physician's office.

REF: p. 2            OBJ: 1  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

32. Which is the most important consideration in choosing a uniform?
- It should be becoming and flattering to the body type.
  - It should not be wrinkled by the end of the workday.
  - It should give the wearer a professional, businesslike appearance.
  - It should be fashionable.

ANS: C

Uniforms should provide the wearer with a professional and businesslike appearance.

REF: p. 26            OBJ: 12  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

33. Which credential is *not* offered by the AMT?
- a. MLT
  - b. RMA
  - c. CMA
  - d. RPT

ANS: C  
The CMA examination is offered by the AAMA, not by the AMT.

REF: p. 7            OBJ: 4  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 1.c

34. Which of these careers would *not* be available to a person who has had medical assistant training?
- a. Billing specialist
  - b. Medical receptionist
  - c. Coder
  - d. Respiratory therapy assistant

ANS: D  
A respiratory therapy assistant requires separate, specialized training that is not included within the scope of practice of a medical assistant.

REF: p. 5            OBJ: 3  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 1.c

35. If managers were asked to name the most important attribute for medical professionals, what would always be high on the list?
- a. Professional image
  - b. Responsible and honest
  - c. Teamwork
  - d. Diplomatic and tactful

ANS: C  
If managers were asked to name the most important attributes for medical professionals, teamwork would be high on the list. Staff members must work together for the good of the patients. They must be willing to perform duties outside a formal job description if they are needed in other areas of the office.

REF: p. 5            OBJ: 8  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 1.c

36. Most tasks can be prioritized into three general categories, which of the following is NOT one of the three?
- Those that must be done that day
  - Those that should be done that day
  - Those that could be done if time permits
  - Those that are essential to complete that day

ANS: D

Most tasks can be prioritized into three general categories: those that must be done that day, those that should be done that day, and those that could be done if time permits.

REF: p. 28                    OBJ: 11  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

37. An RMA credential is awarded by which of the following?
- AAMA
  - AMA
  - AMT
  - AMS

ANS: C

The Registered Medical Assistant (RMA) credential is awarded by the American Medical Technologists (AMT) organization and is accredited by the National Commission for Certifying Agencies.

REF: p. 7                    OBJ: 4  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.5 | ABHES: 1.c

## TRUE/FALSE

1. Most medical assisting positions are in hospitals.

ANS: F

Most medical assisting positions are in physicians' offices, although some medical assistants do work in various hospital departments.

REF: p. 2                    OBJ: 1  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.d

2. Chiropractors treat only bone and joint disorders.

ANS: F

Chiropractors are wellness physicians who treat all parts of the body.

REF: p. 16                    OBJ: 8                    TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

3. Physician assistants are allowed to write prescriptions in most states.

ANS: T

In most states, physician assistants can write prescriptions under the supervision of a physician.

REF: p. 19                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

4. Many hospitals are designed as an integrated delivery system (IDS).

ANS: T

An integrated delivery system is a network of healthcare providers and organizations which provides or arranges to provide a coordinated continuum of services to a defined population.

REF: p. 20                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

5. A *standard* is an item or indicator that is used as a measure of quality or compliance.

ANS: T

Standards measure quality or compliance.

REF: p. 6                      OBJ: 3  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

6. *Holistic* refers to the individual parts of the body rather than all of its systems.

ANS: F

*Holistic* refers to all the systems of the body as a whole rather than to individual parts.

REF: p. 13                      OBJ: 8                      TOP: Healthcare Systems: Alternative Services  
MSC: CAAHEP: X.C.2 | ABHES: 5.g

7. Doctors of osteopathy usually practice allopathic medicine.

ANS: F

Doctors of osteopathy practice osteopathic medicine. Medical doctors practice allopathic medicine.

REF: p. 13                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

8. A hospitalist spends most of his or her time in the office.

ANS: F

The hospitalist spends most of the workday in the hospital, caring for inpatients.

REF: p. 16                      OBJ: 8                      TOP: Healthcare Systems: Interdisciplinary relationships  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

9. Salk and Pasteur developed the polio vaccine.

ANS: F  
The polio vaccine was developed by Salk and Sabin.

REF: p. 14                      OBJ: 7  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 1.b

10. Employees should be aware of the attendance policies in their facility's policy and procedures manual.

ANS: T  
All employers should know the attendance policies in their facility as outlined in the policy and procedures manual.

REF: p. 23                      OBJ: 10  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

11. Checking personal e-mail several times a day in the medical office is always acceptable.

ANS: F  
Medical assistants should attend to personal business and e-mail on their own time, away from the office.

REF: p. 24                      OBJ: 12  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f

12. Long nails and colored polish are always acceptable in the medical profession.

ANS: F  
Nails should be kept conservatively short, and clear or muted polish shades should be worn.

REF: p. 6                      OBJ: 2  
TOP: Healthcare Systems: Roles of Allied Health Personnel  
MSC: CAAHEP: X.C.2 | ABHES: 5.f