

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