

• OBJECTIVES

When you have completed this section, you will be able to do the following:

- Match key terms with their correct meanings.
- Explain the difference between subjective and objective observations.
- Explain which type of reporting allows immediate feedback and action.
- List information that must be on all health records.
- Apply five general charting guidelines.

• ACTIVITY 1

Write the term that correctly completes each statement on the lines provided.

chart	flushed	objective
confidential	legible	observation
distress	narrative	subjective
documentation	notation	

1. She made an _____ that the patient was becoming depressed.
2. The patient made a _____ assessment of his condition.
3. The doctor's analysis of the patient's condition is considered to be an _____ assessment.
4. The patient's face appeared _____ after completing the stress test.
5. The burn patient was in great _____ for weeks after the accident, even after receiving pain medication.
6. The nurse continued to maintain written _____ of the patient's progress.
7. He wasn't sure if the patient's nervousness was significant, but he made a _____ just in case it proved to be pertinent to his condition.
8. It is essential that the physician _____ the patient's treatment throughout her hospital stay.
9. Medical notes must be _____ so other people are able to read them.
10. In addition to statistics, the physician includes a _____ of the events that occurred with the patient.
11. The information in the patient's chart is _____, which is why the chart is not left where other people would have access to it.

• ACTIVITY 2

1. List four senses used for making observations.

1. _____
2. _____
3. _____
4. _____

2. Explain the difference between subjective and objective observations. Give examples of each.

3. Which type of reporting allows immediate feedback and action? Give two examples of situations requiring immediate reporting.

4. List information that must be on all health care records.

• OBJECTIVES

When you have completed this section, you will be able to do the following:

- Match key terms with their correct meanings.
- List the guidelines for scheduling clients/patients for appointments.
- Describe a tickler file.
- List five filing systems.
- List two kinds of registration forms.
- Demonstrate how to schedule appointments.
- Demonstrate how to schedule a new client/patient: first time visit.
- Demonstrate how to schedule an outpatient diagnostic test.

• ACTIVITY 1

Match each term in Column A to the correct definition in Column B.

Column A

- ___ 1. Geographic
- ___ 2. Numerical
- ___ 3. Alphabetical
- ___ 4. Color coding
- ___ 5. Chronological
- ___ 6. Sorting
- ___ 7. Coding
- ___ 8. Indexing

Column B

- a. Assigning a color
- b. Order of occurrence
- c. Order by location
- d. In number order
- e. Using the alphabet
- f. Items belonging in a category
- g. Placement according to some system
- h. Order in which items are filed

• ACTIVITY 2

1. List five guidelines to follow when scheduling an appointment, and explain why each is important.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

2. List the six questions you will ask a new client when scheduling an appointment.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

3. List the information you will give a new client when scheduling an appointment.

• **ACTIVITY 3**

1. What does the client information form ask for?

2. What is the purpose of the medical history form?

3. List the information required on the client information form.

• **ACTIVITY 4**

1. List the five different types of filing systems.

1. _____
2. _____
3. _____
4. _____
5. _____

2. Place the numbers in Column A in the correct numerical order in Column B.

Column A

236
443
198
245
822
323
543
189
637
935

Column B

3. Place the names in Column A in correct alphabetical order in Column B.

Column A

Carter
Doors
Spencer
Goulle
Dwight
Mitchell
Salanger
Bradley
Christensen
Lobb

Column B

4. Place the names in Column A in the correct alphabetical order in Column B.

Column A	Column B
Alec Monroe Goldman	_____
Todd C. Sherman	_____
Kellie Bell-White	_____
Timothy Gallagher O'Bannon	_____
Carlos A. DeLeon	_____
Saint Edward	_____
Father Gerald	_____
Queen Erin	_____
Princess Monica	_____
DeeAnn Sherman, M.D.	_____
Kiley Marie Goldman	_____
Steven Edward Gustov	_____

5. Place the numbers in Column A in the correct numerical order in Column B.

Column A	Column B
0535.60	_____
0935.90	_____
0931.60	_____
0933.80	_____
0932.90	_____
0536.80	_____
0935.60	_____
0937.80	_____
432.80	_____
879.90	_____

6. Using the chronological filing system, place the dates in Column A in the correct order in Column B.

Column A	Column B
April 8, 1973: Pablo Picasso, one of the greatest artists of the twentieth century, dies.	_____
April 4, 1983: The Challenger space shuttle makes its first flight.	_____
January 25, 1971: The U.S. Supreme Court bars discrimination.	_____
August 9, 1974: Richard Nixon resigns as President of the United States.	_____
December 2, 1982: Barney Clark undergoes the first artificial heart surgery.	_____
December 22, 1970: The U.S. Supreme Court rules that 18-year-olds can vote.	_____