

Benchmark : Certified Medical Assistant

Practice Test

Test Questions

1. Title I of the Americans with Disabilities Act (ADA) mandates that individuals with disabilities are:
 - a. to be provided access to public services
 - b. to be given opportunities for public housing
 - c. not be discriminated against in obtaining employment
 - d. to be provided means of telecommunication
2. Which of the following health care issues is NOT covered under the Health Insurance Portability and Accountability Act (HIPAA)?
 - a. Increasing the portability of health insurance
 - b. Addressing health care fraud and abuse
 - c. Standardizing the electronic transmission of health data
 - d. Outlining payment of Medicare and Medicaid
3. Which of the following constitutes a breach of contract by a health care provider?
 - a. Discontinuing treatment because the patient did not pay in a timely manner
 - b. Discontinuing treatment because it is no longer needed
 - c. Being formally discharged by the patient
 - d. Withdrawing from the case due to patient noncompliance or an inability to serve the patient
4. Under the doctrine of respondeat superior, who can potentially be held legally responsible for an act of negligence by a medical assistant?
 - a. The medical assistant only
 - b. The employer/provider only
 - c. Both the medical assistant and the employer/provider
 - d. The patient
5. Touching a patient in a manner to which they have not consented is considered a tort of
 - a. invasion of privacy
 - b. battery
 - c. libel
 - d. slander
6. All of the following minors (under age 18) are considered emancipated EXCEPT a minor who is
 - a. a member of the armed forces
 - b. financially responsible and no longer under parental care
 - c. married
 - d. being treated for a sexually transmitted disease

7. Unless public safety is involved, what is required in all cases to release patient medical records after a subpoena is issued?
- The patient's written consent
 - A court order
 - A deposition
 - An interrogatory
8. According to typical statutes of limitations involving negligence or malpractice, which of the following time points is NOT used as a starting point?
- When the negligent act occurred
 - When the negligent act was revealed
 - When the litigant filed a claim
 - When treatment was terminated
9. What normal patient right is suspended upon discovery of child abuse?
- Privacy
 - Confidentiality
 - Documentation
 - Standard of care
10. A POLST form is a type of
- document declaring durable power of attorney for health care
 - document releasing a provider from liability under Good Samaritan laws
 - living will or advance directive
 - PSDA
11. Generally, medical assistants are permitted to do certain clinical procedures only under the supervision of an employer/provider because they are NOT
- certified
 - registered
 - licensed
 - certified, registered, or licensed
12. Which of the following best describes ethics?
- Individual choices relating to conduct
 - Personal values governing an individual's perceptions of right and wrong
 - Laws defining acceptable behavior
 - Creeds to live by
13. Bioethics is defined as
- any ethical matter that pertains to life and/or health care
 - issues regarding abortion and the use of fetal tissue
 - dealings with individuals who have committed sexual abuse or exploitation
 - dealings with individuals who have committed physical or emotional abuse

14. Which of the following principles for a medical assistant is NOT set forth by the American Association of Medical Assistants (AAMA) Code of Ethics?
- Respect for the confidentiality of patient information
 - Performance of service while respecting all patients
 - Continuous professional improvement
 - Specific ways of dealing with certain situations
15. At present, what is the main difference between reporting child abuse and reporting elder or intimate partner abuse?
- Child abuse must be reported to authorities in all 50 states while other types of abuse do not always need to be reported
 - Sexual abuse is the main offense related to child abuse, but not to elder or intimate partner abuse
 - Physical abuse is more predominant in elder and intimate partner abuse than in child abuse
 - Child abuse is more likely to involve a reportable criminal act
16. A provider is dealing with a patient with HIV or AIDS. Which of the following statements regarding the provider's legal or ethical requirements is NOT TRUE?
- The provider cannot withhold treatment to the HIV-positive patient
 - The provider should protect the patient's confidentiality
 - The provider can ethically deny treatment
 - The patient's intimate partner should be notified by the patient, the provider, or authorities
17. What is the time frame during which an abortion can be legally performed in all states?
- There is no universal time frame for all states
 - Abortion can be performed during the first trimester
 - Abortion can be performed during the first trimester only in cases of rape
 - Abortion can be performed during the first and second trimesters
18. Therapeutic communication interjects what element into communication?
- Empathy
 - Advice
 - Recommendations
 - Knowledge of the process of communication
19. Active listening requires
- being alert and interested
 - being attuned only to what the other person is saying
 - being attuned to what the other person is saying and what they are communicating nonverbally
 - being able to respond quickly with a corrective action
20. In order for verbal communication between two people to be effective, the sender's message must be all of the following EXCEPT:
- complete
 - confident
 - cohesive
 - clear and concise

21. In the United States, what do most people consider a comfortable personal space for dealing on a personal (not intimate) level with another individual?
- In contact to 1-1/2 feet
 - Between 1-1/2 and 4 feet
 - Between 4 and 12 feet
 - Between 12 and 15 feet
22. The use of a defense mechanism in which a person unconsciously ascribes their own undesirable acts or impulses to someone else is known as
- sublimation
 - repression
 - projection
 - compensation
23. According to Maslow's hierarchy of needs, what is the first level of need that people must satisfy before all others?
- Physiological and survival needs
 - Necessities for safety and security
 - Needs related to loving and belonging
 - Conditions promoting prestige and esteem
24. A cultural broker is someone who
- acts as a medical interpreter for a family member
 - is responsible for a non-English-speaking relative
 - acts as an intermediary or advocate for another person or cultural group within the health care community
 - interviews non-English-speaking patients and later conveys the information to a medical professional
25. When interviewing a patient, which of the following types of question prompts only a yes or no response?
- Indirect statement
 - Closed question
 - Open-ended question
 - Active question
26. Which of the following does NOT initially occur when a person is exposed to an acute stressor?
- Triggering of the parasympathetic nervous system
 - Activation of the "fight-or-flight" response
 - Releasing of adrenaline and other hormones into the bloodstream
 - Increased respiration rate
27. In order, what are the four stages of job burnout?
- Value, ambiguity, overload, conflict
 - Value, reality, dissatisfaction, detachment
 - Honeymoon, dissatisfaction, reality, a sad state
 - Honeymoon, reality, dissatisfaction, a sad state

28. Which of the following activities does NOT relieve stress?

- a. Goal setting
- b. Meditation
- c. Gladly accepting all assigned work
- d. Taking time off for lunch or a break

29. The symptoms lethargy and weight loss can be associated with all of the following conditions EXCEPT:

- a. AIDS
- b. Cancer
- c. End-stage renal disease
- d. Stress

30. According to Dr. Kubler-Ross, what are the most likely stages of grief experienced by a patient with a life-threatening illness, in order?

- a. Denial, bargaining, anger, depression, acceptance
- b. Denial, anger, bargaining, depression, acceptance
- c. Acceptance of reality, experience of pain, adjustment, development of a new reality
- d. Denial followed by any number of stages leading to acceptance in the end

31. Which of the following management styles offers rewards to subordinates in terms of teamwork, recognition by other workers, and self-actualization?

- a. Authoritarian management
- b. Micromanagement
- c. Participatory management
- d. Management by walking around

32. If an office manager is using a teamwork approach, what is the first step in getting the team started?

- a. Brainstorming with the team
- b. Developing a work statement with the team
- c. Looking at benchmarks from other institutions
- d. Developing a time frame and standards for goal achievement

33. As an office manager, when is the best time to carry out a salary review for employees?

- a. At the same time as their performance evaluation
- b. When the employee asks for a salary review
- c. At the beginning of each year
- d. When the office experiences changes in funding

34. A medical assistant who functions as a human resources manager is responsible for developing and updating which of the following documents?

- a. Office policy manual
- b. Office procedure manual
- c. HIPAA manual
- d. Safety data sheets

35. Which of the following actions during an initial employment interview is discouraged?
- Providing a time frame for decisions on hiring or additional interviews
 - Using predetermined questions during the interview
 - Providing a quiet and private environment for the interview
 - Offering the applicant the job at that time
36. The standard rate of overtime pay for administrative or clinical medical assistants is generally
- twice the regular hourly rate for each hour over 40 in a week
 - at least one-and-one-half times the regular hourly rate for each hour over 40 in a week
 - not applicable because most medical assistants are considered exempt employees
 - only applicable in terms of increasing benefits outside pay
37. Medical assistants and other individuals who handle finances in the medical office should
- be bonded
 - purchase professional liability insurance
 - be registered
 - be licensed
38. When must a medical assistant functioning as an office manager pay federal and state taxes related to employee wages?
- Monthly
 - Quarterly
 - At the end of the year
 - Upon filing of W-2 form
39. All of these types of nutrients can be converted into energy EXCEPT:
- Carbohydrates
 - Fats
 - Proteins
 - Vitamins
40. Unhealthy trans unsaturated fatty acids are found in
- olive and canola oils
 - linoleic acid
 - stick margarine
 - unhydrogenated oils
41. Which of the following statements is NOT true regarding a person's basal metabolic rate (BMR)?
- It is the level of energy needed when the body is resting
 - It is higher in people who have a large percentage of body fat
 - It is elevated in children during growth spurts
 - It is increased when a woman is pregnant
42. According to the new food pyramid issued by the U.S. Department of Agriculture, what is the recommended daily intake of vegetables?
- 2 cups
 - 2-1/2 cups
 - 3 cups
 - 6 ounces

43. What are the main inorganic nutrients that act as antioxidants?
- Vitamin K and folic acid
 - Vitamin D and the minerals calcium and phosphorus
 - Vitamins A, C, and E, and the mineral selenium
 - Several B-complex vitamins and the minerals phosphorus, magnesium, and sulfur
44. What type of diabetes mellitus requires the individual to take insulin regularly throughout life?
- Type I only
 - Type II only
 - Types I and II
 - Gestational
45. What is the cardiovascular disease in which arteries narrow due to inner deposition of cholesterol and fat?
- Hypertension
 - Atherosclerosis
 - Arteriosclerosis
 - Myocardial infarction
46. Cancerous cells that are derived from epithelial cells are known as
- carcinomas
 - sarcomas
 - lymphomas
 - germ cell tumors
47. Which of the following characteristics does NOT distinguish a virus from other types of microorganisms?
- A virus can only reproduce within another type of living cell
 - Viruses are pathogenic
 - Viruses produce spores
 - Viruses cannot be observed directly under light microscope
48. An organism that serves as a carrier of a disease to another organism such as a human is known as a(n)
- fomite
 - vector
 - bloodborne carrier
 - exudate
49. Which of the following currently available vaccines are contraindicated in pregnant women, immunocompromised patients, and those with active AIDS?
- Measles, mumps, rubella (MMR)
 - MMR and influenza
 - MMR, varicella, and zoster
 - Hepatitis A and B

50. Pathogenic microorganisms, cancer cells, and transplanted tissues are initially recognized as foreign by
- macrophages and helper T cells
 - B cells
 - memory and killer T cells
 - immunoglobulins
51. The biggest concern regarding the infectious diseases methicillin-resistant *Staphylococcus aureus* (MRSA) and tuberculosis is that
- identification of the infectious agent is difficult
 - they are highly drug-resistant, limiting antibiotic treatment options
 - they are viral and cannot be cured
 - symptoms are hard to identify
52. Which of the following is NOT a characteristic of Hepatitis A infection?
- It is spread via the oral-fecal route
 - It can be prevented by an available vaccine
 - Patients usually develop jaundice, dark urine, and flu-like symptoms
 - It becomes a chronic infection
53. Which of the following is a progressive neurologic disorder in which brain cells degenerate due to an absence of dopamine in the brain, causing rigid muscles and akinesia?
- Multiple sclerosis
 - Meningitis
 - Parkinson disease
 - Sciatica
54. Which of the following is the neurotransmitter released at the neuromuscular junction between axons of motor neurons and the motor end plate?
- Acetylcholine
 - GABA
 - Serotonin
 - Dopamine
55. A streptococcal infection might be linked to all of the following circulatory disorders, EXCEPT
- rheumatic fever
 - mitral valve stenosis
 - congestive heart failure
 - varicose veins
56. Which of the following types of anemia can be controlled by injecting the patient with vitamin B12?
- Iron deficiency anemia
 - Pernicious anemia
 - Sickle cell anemia
 - Hodgkin disease

57. What layer of the skin contains blood vessels, nerve endings, and glands?
- Epidermis
 - Dermis
 - Hypodermis
 - Integumentary
58. Which of the following is a contagious skin disorder characterized by pustules and caused by staphylococci and/or streptococci?
- Dermatitis
 - Dermatophytosis
 - Impetigo
 - Psoriasis
59. Which of the following statements is NOT true regarding herpes zoster infection?
- It is caused by the same virus associated with varicella or chicken pox in children
 - It usually presents as a linear area of a skin rash
 - A later symptom can be post-herpetic neuralgia
 - Since it is caused by a virus, there is no available vaccine
60. The purpose of immunotherapy for allergies is to use extracts of allergens to
- induce production of blocking IgG class antibodies toward the allergens
 - induce production of IgE class antibodies toward the allergens
 - generally build up the immune system
 - use immunomodulation to suppress the immune system
61. Which of the following urinary tract disorders should be suspected if a patient has chills, fever, abrupt back pain, and tenderness in the suprapubic region?
- Cystitis
 - Glomerulonephritis
 - Pyelonephritis
 - Renal calculi
62. Which of the following functions is NOT performed by the kidneys?
- Regulation of water and acid-base balance
 - Filtration of the blood to remove waste
 - Regulation of blood pressure
 - Collection and storage prior to urinary excretion
63. Gastroesophageal reflux disease (GERD) is caused by
- lesions in the mucous membranes in the stomach or duodenum
 - return of stomach acid due to leakage of the valve leading to the stomach
 - inflammation of diverticula
 - inflammation of the ileum
64. Which of the following statements about the pancreas is FALSE?
- It functions as both an endocrine and an exocrine gland
 - It is involved in the secretion of insulin
 - It can develop stones, causing pain.
 - It can become inflamed, which can be life-threatening

65. In order, the large intestine is comprised of the
- cecum, colon, and rectum
 - duodenum, jejunum, and ileum
 - ascending, transverse, descending, and sigmoid colons
 - liver, gall bladder, and pancreas
66. What is the chief cause of blindness in the United States?
- Retinal detachment
 - Glaucoma
 - Diabetic retinopathy
 - Presbyopia
67. The gel occupying space between the lens and retina of the eye is called the
- fovea centralis
 - vitreous body
 - sclera
 - aqueous humor
68. In patients with myopia, light rays entering the eye focus
- on several areas of the retina
 - in front of the retina
 - beyond the retina
 - on the retina
69. When a person moves their head, their equilibrium is usually maintained by
- the vestibular system in the inner ear
 - the tympanic cavity in the middle ear
 - the auricle
 - the cochlea
70. Hearing loss due to hardening of the stapes of the middle ear is known as
- tinnitus
 - otitis media
 - otosclerosis
 - Ménière disease
71. Which of the following is NOT a possible cause of epistaxis?
- Allergic rhinitis
 - Blunt force
 - Hypertension
 - Childbirth
72. In the respiratory system, gas exchange between oxygen breathed in and carbon dioxide to be removed takes place in the
- pharynx
 - trachea
 - bronchi
 - alveoli

73. The main characteristic that distinguishes asthma from forms of chronic obstructive pulmonary disease (COPD) is that asthma
- a. does not cause dyspnea
 - b. is characterized by a permanent narrowing of the airways
 - c. can usually be reversed either spontaneously or through use of agents such as bronchodilators
 - d. is caused by a loss of elasticity of the alveoli
74. Which of the following can cause pneumonia?
- a. Bacteria
 - b. Fungi
 - c. Viruses
 - d. All of the above
75. Which of the following is a spinal defect in which there is a sideways curvature of the spine?
- a. Lordosis
 - b. Kyphosis
 - c. Paget disease of bone
 - d. Scoliosis
76. A fracture in which the bone is broken into a number of fragments is described as
- a. greenstick
 - b. comminuted
 - c. oblique
 - d. transverse
77. The main type of arthritis or joint inflammation that is considered a systemic autoimmune disease is
- a. osteoarthritis
 - b. rheumatoid arthritis
 - c. gout
 - d. psoriatic arthritis
78. Which of the following is NOT true of endochondral ossification?
- a. It is responsible for the growth in length of long bones
 - b. The cell types involved are bone cells, their progenitors, and cartilage
 - c. It begins during embryonic development and continues until the late teens and early twenties
 - d. It is direct deposition of bone into the mesenchyme
79. The largest leg bone that connects the kneecap to the foot is the
- a. patella
 - b. femur
 - c. tibia
 - d. fibula
80. The human vertebral column normally consists of
- a. 24 articulating vertebrae and the spinal cord
 - b. 24 articulating vertebrae and nine fused vertebrae
 - c. the vertebral body and the vertebral arch
 - d. clearly separated regions

81. The cervical region of the spinal cord controls certain movement in the
- a. neck, diaphragm, shoulder, arm, wrist, and hand
 - b. trunk and abdomen
 - c. abdomen, thigh, leg, and toes
 - d. leg, foot, and toes
82. Viral infections have been associated with which of the following neurologic disorders?
- a. Meningitis only
 - b. Tic douloureux
 - c. Reye syndrome only
 - d. Meningitis and Reye syndrome
83. Which of the following is NOT characteristic of cerebrovascular accident (CVA)?
- a. A loss of blood to the brain, depriving it of oxygen
 - b. Direct impairment of cranial nerves
 - c. Symptoms like loss of consciousness and paralysis
 - d. Caused by hemorrhage or blockage of a blood vessel
84. Which of the following portions of the brain is primarily responsible for maintaining homeostasis?
- a. Cerebellum
 - b. Cerebral cortex
 - c. Hypothalamus
 - d. Pons
85. Which of the following does not cause paralysis?
- a. Congestive Heart Failure
 - b. Stroke
 - c. Poliomyelitis
 - d. Spinal cord injury
86. When a patient is covered by more than one insurance policy, the total amount paid is limited by policy language regarding
- a. preauthorization
 - b. assignment of benefits
 - c. coordination of benefits
 - d. the deductible
87. What is capitation?
- a. A payment system in which the health care provider is paid a fixed fee per patient
 - b. A payment system in which the health care provider is paid a specific fee for a particular service
 - c. Payment for the full fee for health care services by the patient
 - d. Payment for health care services by the government through Medicare

88. The Managed Care Organization model, in which a network of providers and hospitals sign agreements to provide patient services at a discount to the insurance company nonexclusively, is a
- Point-of-Service (POS) Plan
 - Preferred Provider Organization (PPO)
 - Exclusive Provider Organization (EPO)
 - Integrated Delivery System (IDS)
89. What health care services are covered under Medicare, part B?
- Hospital stays, home health care, and hospice care
 - Outpatient expenses
 - Prescription drug coverage
 - All of the above
90. The resource-based relative value scale (RBRVS) is used to
- coordinate with Medigap policies
 - determine whether a Medicare payment is PAR or non-PAR
 - calculate Medicare payments
 - determine practice overhead
91. Which of the following individuals CANNOT receive medical care under the Medicaid program?
- Those receiving Aid to Families with Dependent Children
 - Those who cannot work because of physical difficulties
 - Pregnant women earning less than poverty-level wages
 - Those above the age of 55.
92. Which of the following is the medical insurance program that covers active duty soldiers?
- CHAMPVA
 - TRICARE Prime
 - TRICARE Extra
 - TRICARE Standard
93. Workers' compensation insurance covers which of the following expenses for a person injured on the job?
- All medical expenses
 - All medical expenses plus lost wages
 - All medical expenses plus lost wages, and an automatic settlement for pain, suffering, and other punitive damages
 - Some medical expenses and lost wages, as determined by state laws
94. If a usual, customary, and reasonable (UCR) fee structure is used for billing, an insurance carrier that pays fees that are considered customary will pay the provider
- the top fee in the customary range for that region
 - the full fee as long as it falls within the customary fee range
 - the RBRVS-calculated fee
 - an adjustment

95. When is patient health information that is transmitted via telephone call or fax subject to the security rule under the Health Insurance Portability and Accountability Act (HIPAA) regarding electronic transmission?
- a. Always
 - b. Never
 - c. When that information was derived from electronically stored information
 - d. When the patient has signed a privacy agreement
96. The relative value units (RVUs) issued for a particular service fee under Medicare are computed using which of the following factors?
- a. The provider's rate for the service, practice expenses, and malpractice expenses
 - b. All of the factors listed in response A plus adjustors like the geographic practice cost index and the Budget Neutrality Adjuster
 - c. Standard national codes
 - d. Sliding fees within an acceptable range
97. According to the Current Procedural Terminology (CPT) system, what is the procedure to change a code for billing a medical procedure to reflect that the service lasted longer than described?
- a. Enter the code twice
 - b. Add a plus sign (+) before the code
 - c. Use an unlisted code and add a report
 - d. Use a Category III code
98. Under the Current Procedural Terminology (CPT) system of coding, what type of modifier should be added to a code to indicate a slight difference in the description (for example, using a surgical team instead of one surgeon)?
- a. Indicate both the described code and 09999
 - b. Put a -99 after the described code
 - c. Use a code beginning with 099 and ending with the two-digit modifier
 - d. Add the modifier 09966
99. Which medical insurance coding system should be used when billing Medicare or Medicaid?
- a. International Classification of Disease, 9th Revision, Clinical Modification (ICD-9-CM)
 - b. Current Procedural Terminology (CPT)
 - c. Healthcare Common Procedure Coding System (HCPCS)
 - d. V Codes
100. Which of the following is the general format for describing a diagnosis due to disease under the International Classification of Disease, 9th Revision, Clinical Modification (ICD-9-CM) system?
- a. Three-digit coding for the diagnosis, followed by a decimal point, and then a one- or two-digit modifier
 - b. An E followed by a three-digit code, then a decimal point, and then a one- or two-digit modifier
 - c. A five-digit numeric code plus two-digit modifiers if required
 - d. An E, V, or M followed by a five-digit numeric code

101. Which of the following is the standard claim form to be completed for situations such as inpatient admissions, emergency department services, and walk-in facilities?
- CMS-1500 (08-05)
 - Uniform Bill 04 (UB-04)
 - Authorization for Release of Medical Information
 - Encounter form
102. When can Medicare patients be held responsible for paying out-of-pocket expenses in addition to what is paid by the government?
- Never
 - If they sign a written waiver
 - If they sign an Advanced Beneficiary Notification (ABN)
 - In any situation that is beyond the scope of Medicare
103. Which of the following is the most commonly used manual system of managing a patient's account?
- Patient ledger
 - Encounter form
 - Posting system
 - Pegboard system
104. In a patient's account or ledger, what should be posted as a credit?
- The services provided and the charges for each
 - Payments by the insurance company or patient
 - Payments by the insurance company or patient and adjustments
 - The difference between charges and payments
105. The primary reason to keep day sheets and month-end sheets is to maintain accurate records of
- accounts receivable for the practice
 - accounts payable for the practice
 - individual patient accounts
 - receipts
106. Which of the following is NOT included in monthly billing statements generated in computerized account systems?
- Contact information for both the practice and the patient
 - Services performed, charges, payments, and a running balance
 - Patient medical history and chronic conditions, when necessary
 - The account number and date of billing along with aging of past due balances
107. Which of the following types of check endorsements will ensure safety against cashing by anyone else?
- Rubber endorsement stamp
 - Daily depositing
 - Blank endorsement
 - Restrictive endorsement

108. In order to comply with the Truth in Lending Act, what must be done by a provider who allows a patient to pay using installment payments?
- Always have the patient sign a written agreement outlining cost of services rendered and outstanding terms of the agreement, including interest
 - Have the patient sign a written agreement outlining cost of services rendered and outstanding terms of the agreement, including interest, only if there are at least five installments
 - Explain to the patient when payments are due and whether there will be interest charged if they do not comply
 - Explain to the patient at the time of service that they must pay any insurance-required co-pay at that time, and that further payments will be assessed after the insurance company pays their portion of the bill
109. Which of the following tools is used to measure how rapidly patient accounts are being paid?
- Collection ratio
 - Accounts receivable (A/R) ratio
 - Account aging
 - Number of accounts with balances over two months old
110. Which of the following is generally the last resort for collection of an overdue bill?
- Telephone collections
 - Collection letters
 - Outside collection firm
 - Filing in small claims court
111. When a patient has declared bankruptcy under Chapter 7, what should the medical office do regarding their unpaid account?
- Write off the outstanding charges
 - Send a proof-of-claim and a copy of the patient's debt to bankruptcy court
 - File a claim to the individual's attorney as an outstanding unsecured debt
 - File a claim in probate court
112. An accounting software package that computerizes every aspect of running a medical facility is known as a
- single-entry system
 - double-entry system
 - computer service bureau
 - TPMS
113. Which of the following is an accounting system designed to generate information for governmental or other external organizations?
- Managerial accounting
 - Cost accounting
 - Cost analysis
 - Financial accounting

114. If a practice uses an accrual basis for income reporting, when is the income recorded?
- The date the money was collected
 - The date the charges were accrued
 - The completion date for treatment
 - A convenient date every month
115. Which of the following is a fidelity bond purchased to guard against embezzlement or other financial loss caused by any employee of a practice?
- Position-schedule bond
 - Personal bond
 - Blanket-position bond
 - Total practice bond
116. When closing the facility, an administrative medical assistant should lock up all of the following except:
- cabinets used for record storage
 - cabinets used for storage of drugs named under the Controlled Substances Act
 - petty cash and the day's receipts
 - cabinets used for cleaning supplies
117. Which of the following is a good estimate of the number of chairs needed in a waiting room?
- As many as will fit the room appropriately
 - Two and a half seats per examination room
 - Two seats per provider per their hourly turnover
 - Either B or C
118. Which of the following is the type of internal computer memory that is used for temporary storage of data and programs until saved?
- Read-only memory (ROM)
 - Random-access memory (RAM)
 - Data storage memory
 - Redundant array of independent disks (RAID) storage
119. Which of the following is a sign that an Internet site is definitely secure?
- Site address beginning with http://
 - Site address beginning with https://
 - Padlock in the window to the right of the address
 - Both an https:// address and a padlock
120. The combination of various sources into a comprehensive electronic database for a patient is known as a(n)
- electronic medical record (EMR)
 - electronic health record (EHR)
 - medical office simulation software (MOSS)
 - total practice management system (TPMS)

121. Where is good place to position a computer monitor relative to incoming light from windows or artificial lighting?
- a. Such that the light is directed at a downward angle toward the top of the monitor
 - b. Such that the light is directed at a downward angle toward the individual's face
 - c. Such that the light is to the individual's side, parallel to the sight line to the monitor
 - d. At the same height but an angle to the incoming light
122. Which of the following types of calls cannot be handled by the medical assistant and should be referred to the provider?
- a. Obtaining information such as date of birth and insurance carrier from a new patient
 - b. Scheduling an appointment
 - c. Scheduling patient tests
 - d. Authorizing a prescription refill
123. When needed for administrative or medical purposes, a medical assistant can always discuss information about a patient with their
- a. parent or legal guardian
 - b. employer
 - c. insurance carriers
 - d. attorney
124. Which of the following is NOT true of encrypted email?
- a. It is a good way to send medical data via email
 - b. It utilizes a virtual private network (VPN) for security
 - c. It requires a digital ID consisting of public and private keys and a digital signature
 - d. It ensures that the email is secure
125. The patient scheduling style in which several patients are scheduled in the first half hour of each hour and then seen on a first-come, first-served basis is
- a. double booking
 - b. clustering
 - c. wave scheduling
 - d. stream scheduling
126. What should a medical assistant do when a patient cancels an appointment or is a no-show?
- a. Cross out no-shows with a red X and cancellations with a red line on a paper appointment sheet
 - b. Keep a permanent record and count these up so the provider is aware
 - c. Input this information using computer scheduling software to remove the name and document the missed appointment
 - d. Do any of the above, depending on the system used

127. How should errors discovered shortly after entry be corrected when using an electronic medical record?

- a. Draw a single line through the error in red, add the correction, indicate "Corr." or "Correction" above the error, and initial and date the area
- b. Erase or white-out the error and put in the correct information
- c. Set the computer software to track the error slot, line out the error with the dash key, make the correction to the right of the lined-out error, key in "Corr." or "Correction," and initial and date the error
- d. Create a new citation identifying and correcting the error, sign and date it, and insert it into the original record

128. What is an accession record?

- a. A cross-reference method used in a numeric filing system
- b. A numeric filing system in which a journal or computer listing with predetermined numbers assigns patient or other records
- c. The order of filing used in alphabetic filing
- d. The rationale for the filing system used in subject filing

129. Which of the following is the letter style in which all of the lines commence at the left margin except the date, complimentary closure, and keyed signature, which start near the center?

- a. Simplified
- b. Full block
- c. Standard modified block
- d. Indented modified block

130. Which of the following statements regarding mail sent under the postal class of bulk mail is FALSE?

- a. Use of bulk mail requires the organization to pay an annual fee
- b. Bulk mail can be sent by first-class mail, standard mail, parcel post mail, or as bound printed matter
- c. Bulk mail can be picked up by the postal service at the medical facility
- d. There are rules regarding the format of bulk mail

131. The turnaround time for transcription and return to the provider of a STAT report should be no more than

- a. 12 hours
- b. 24 hours
- c. 48 hours
- d. 72 hours

132. The Occupational Safety and Health Act (OSHA) Bloodborne Pathogen Standard applies to contact with

- a. blood and all body fluids
- b. blood and all body fluids, secretions, and excretions
- c. the items in response B plus non-intact skin and mucous membranes
- d. the items in response C plus unfixed human tissue and tissue culture, cells, or fluid known to be positive for HIV, HBV, or HCV

133. The Centers for Disease Control (CDC) guidelines for isolation of patients with highly transmissible diseases are to use

- a. Standard Precautions
- b. Personal Protective Equipment (PPE)
- c. Transmission-Based Precautions
- d. Standard Precautions and the applicable type of Transmission-Based Precautions

134. The preferred method for disposal of sharps is to

- a. use the scoop technique
- b. put them into a puncture-proof sharps container marked "biohazard"
- c. put them in a metal pan for later sterilization
- d. recap the sharp and then put it in a sharps container

135. According to the Occupational Safety and Health Act (OSHA) Bloodborne Pathogen Standard, what is required if an employee is accidentally exposed to blood or other potentially infectious materials?

- a. The employer must offer the employee a confidential medical evaluation
- b. The incident must be immediately reported to a superior and documented
- c. If they consent, the employee should be tested for HBV, HCV, and HIV, and offered prophylaxis if a test is positive
- d. All of the above are required

136. Which of the following is NOT an acceptable method of hand-washing as part of infection control?

- a. Medical asepsis hand wash using an antimicrobial soap
- b. Medical asepsis hand wash using a non-antimicrobial soap
- c. Antibacterial wipes
- d. Alcohol-based hand rub

137. Which of the following best describes the use of chemical germicidal agents on surfaces to kill most microorganisms?

- a. Sanitization
- b. Disinfection
- c. Sterilization
- d. Antisepsis

138. What is the sequence for removing potentially contaminated personal protective equipment when exiting an isolation room?

- a. Gloves, wash hands, mask, gown
- b. Gloves, mask, gown
- c. Mask, gloves, gown
- d. Gloves, wash hands, gown, mask

139. When applying sterile gloves or assisting in a sterile procedure, where should the hands and/or sterile objects be held?

- a. In front, at a distance from the body
- b. In front, at a distance from the body and above waist level
- c. Above waist level
- d. Toward the sterile field

140. How does surgical hand cleansing differ from medical hand cleansing?
- Surgical hand washing is shorter
 - During rinsing, hands should be down for medical hand cleansing and up for surgical hand cleansing
 - Lotion can be applied after surgical hand cleansing, but not after medical hand cleansing
 - During rinsing, hands should be up for medical hand cleansing and down for surgical hand cleansing
141. Which of the following sterilization processes is most appropriate for a heat-sensitive item such as a fiber-optic endoscope?
- Gas sterilization
 - Dry heat sterilization
 - Chemical sterilization
 - Steam sterilization.
142. When sterilizing instruments using an autoclave, what parameters should be achieved for wrapped instrument packages or trays?
- 212 degrees F, 15 lbs pressure, 30 min exposure
 - 270 degrees F, 15 lbs pressure, 30 min exposure
 - 270 degrees F, 15 lbs pressure, 15 min exposure
 - 270 degrees F, 20 lbs pressure, 20 min exposure
143. Which of the following types of quality control is recommended by the Centers for Disease Control (CDC) for checking the effectiveness of steam sterilization by an autoclave?
- Autoclave tape
 - Sterilization strips placed in the wrapped package
 - Biological indicators with strips or ampules containing bacteria, which are later cultured
 - Biological indicators with strips or ampules containing heat-resistant bacterial spores, which are later cultured
144. Which of the following chemicals is usually used to destroy tissues using cryosurgery?
- Silver nitrate
 - Sodium hydroxide
 - Liquid nitrogen
 - Nitrous oxide
145. Which of the following designates the smallest suture material available?
- Swaged
 - Gauge 6-0
 - Gauge 0
 - Gauge 4
146. Which of the following features on an instrument locks it closed and is situated between the handle rings?
- Serration
 - Tooth
 - Ratchet
 - Serrated loop

147. How do Mayo dissecting scissors differ from all other types of surgical scissors?
- a. Their tips have beveled, not blunt or sharp, edges
 - b. They are actually knives used to cut skin
 - c. One of the tips has a notched blade
 - d. Their blades are very delicate
148. All hemostatic forceps have which of the following features?
- a. Straight tips and serrations
 - b. Ratchets and serrations
 - c. Ring handles and bent shape
 - d. Ratchets and teeth
149. Which of the following is NOT true of scopes?
- a. They are lighted
 - b. They are used to visualize inside body orifices
 - c. They have parts that are disposable or must be disinfected instead of sterilized
 - d. They are long and narrow
150. Which of the following should NOT be done when using an ultrasonic cleaner to sanitize surgical instruments after use?
- a. Put the instrument in an open position
 - b. Completely submerge the instruments
 - c. Mix stainless steel instruments with those composed of other metals
 - d. Process the instruments for at least five minutes
151. Which of the following is a sterile cream designed for topical application on burns and other abrasion wounds?
- a. Povidone-iodine
 - b. Silver sulfadiazine
 - c. Chlorhexidine
 - d. Hydrogen peroxide
152. Which of the following bandage-wrapping techniques should be utilized at a joint where movement is necessary?
- a. Spiral turns
 - b. Reverse spiral turns
 - c. Figure-eight turns
 - d. Circular turns
153. Epinephrine is often added to injectable anesthetics because it is a
- a. vasoconstrictor
 - b. vasodilator
 - c. mild anesthetic
 - d. monitor of anesthesia effectiveness
154. Which of the following is a type of open wound in which skin structures are torn off or away?
- a. Laceration
 - b. Avulsion
 - c. Puncture
 - d. Incision

155. Which of the following types of gloves should be worn when changing a surgical dressing?
- Non-sterile gloves throughout
 - Sterile gloves throughout
 - Non-sterile gloves for removal and sterile gloves for cleaning of the wound and application of sterile cream and dressing
 - The same procedure in response C, but with an ungloved hand-washing in between
156. In which of the following types of fever does the person's body temperature swing between being elevated and being at or below baseline?
- Continuous
 - Intermittent
 - Remittent
 - Febrile
157. When using a temporal artery (TA) thermometer to measure a patient's temperature, how is the probe generally used?
- Used behind the earlobe
 - Inserted into the ear
 - Attached to an electronic thermometer and inserted orally or rectally
 - Pressed against the forehead and then slid across the forehead to the temple area while scanning
158. How is a temperature in degrees Celsius converted into degrees Fahrenheit?
- Multiply by $9/5$
 - Multiply by $9/5$ and then add 32
 - Multiply by $5/9$
 - Subtract 32 and then multiply by $5/9$
159. Which of the following pulse sites is normally used to take a pulse rate in emergencies?
- Radial pulse
 - Brachial pulse
 - Carotid pulse
 - Apical pulse
160. An adult with a pulse rate of 70 beats per minute has
- a normal pulse rate
 - bradycardia
 - tachycardia
 - arrhythmia
161. All of the following abnormalities of respiration are associated with a period of complete absence of breathing EXCEPT
- voluntarily holding one's breath
 - orthopnea
 - sleep apnea
 - Cheyne-Stokes respiration

162. Which of the following breath sounds should be documented when taking a respiration rate, occurs with many lung diseases, and sounds like rattling?
- Stridor
 - Stertorous respiration
 - Rales
 - Wheezing
163. Blood pressure is a function of
- how strong the heart muscle is and elasticity and size of the arteries
 - how strong the heart muscles is and the elasticity and size of the veins
 - the strength of the heart's contraction
 - the amount of blood that leaves the heart with each contraction
164. The major difference between electronic and other types of sphygmomanometers used to measure blood pressure is that electronic types
- do not use a pressure cuff
 - do not require simultaneous use of a stethoscope
 - tend to lose calibration and accuracy
 - can only read systole or diastole measurements in one take
165. When using a mercury or aneroid sphygmomanometer for blood pressure reading on an adult, the systolic pressure reading is recorded
- during the first phase of deflation when a sharp tapping sound is heard
 - during the auscultatory gap
 - as tapping and muffled sounds begin to fade
 - when all sounds cease
166. How should a blood pressure measurement be recorded on an adult patient's chart?
- Systolic pressure/diastolic pressure
 - Systolic pressure/diastolic pressure, arm used, patient position
 - Diastolic pressure/systolic pressure
 - Diastolic pressure/systolic pressure, arm used, patient position
167. An adult whose blood pressure is 125/85 is considered to have
- normal blood pressure
 - prehypertension
 - hypertension stage I
 - secondary hypertension
168. Using a traditional beam balance scale with a measuring bar, how can an adult patient's weight be measured and converted into kilograms?
- Center the lower bar on the closest 50-pound increment and the upper bar on the measurement that centers the balance beam, then add the two measurements
 - Perform the measurements as in A, then divide by 2.2
 - Perform the measurements as in A, then multiply by 2.2
 - Keep the lower bar flush on the "0" and slide the upper bar until it centers the balance beam and take that reading

169. In which of the following physical examination methods is a stethoscope used to listen for lung and heart sounds?

- a. Palpation
- b. Percussion
- c. Auscultation
- d. Mensuration

170. A patient with a probable cardiovascular or respiratory problem should be positioned on the examination table in what position?

- a. Dorsal recumbent or lithotomy
- b. Semi- or high-Fowler's
- c. Trendelenburg
- d. Sims'

171. During a physical examination, the provider may use a tongue depressor and light source to check for all of the follow EXCEPT:

- a. dental hygiene along the teeth and gums
- b. swollen tonsils
- c. the gag reflex
- d. otitis media

172. During an examination of the abdomen, which of the following observations is NOT a cause for concern?

- a. Palpable liver or spleen
- b. Presence of bowel sounds
- c. Presence of masses
- d. Abdominal distention

173. During the prenatal visit, a woman's obstetrical history should be recorded as

- a. one number for gravidity, then one number for parity
- b. one number for gravidity, then four numbers separated by dashes under the FPAL system for parity
- c. either A or B
- d. one number for gravidity, then one number for total previous live births

174. Which of the following laboratory tests commonly done at the initial prenatal visit is NOT part of a urinalysis?

- a. Venereal disease research laboratory (VDRL)
- b. Human chorionic gonadotropin (HCG)
- c. Glucose
- d. White and red blood cell counts

175. The pregnancy disorder in which the placenta is positioned over the cervical opening and can potentially cause bleeding during labor and fetal anoxia and death is

- a. eclampsia
- b. placenta previa
- c. placenta abruptio
- d. incompatibility

176. As part of assisting the provider in inserting an intrauterine device (IUD) for pregnancy prevention, the medical assistant might do all of the following EXCEPT
- assist the patient into the lithotomy position and drape them
 - hand the speculum to the provider
 - swab the cervix with an antiseptic and inject a local anesthetic if needed
 - document the procedure in the patient's chart
177. Which of the following is NOT true of a breast self-examination (BSE)?
- The examination should be done standing up
 - The three middle fingers should probe for lumps or abnormalities in the opposite breast
 - Each breast should be checked using an up-and-down pattern
 - The individual should also check for abnormalities or redness in the mirror
178. According to the Bethesda system of classifying Pap tests, how should potential malignancy, defined as squamous cell carcinoma, be classified?
- CIN 3
 - Category 2, subgroup 1a
 - Category 2, subgroup 1c
 - Category 3
179. Wet preps/mounts and potassium hydroxide preps are performed in order to
- screen for chlamydia and gonorrhea
 - ascertain the cause of vaginitis in women or urethritis in men
 - diagnose conditions such as endometriosis or fibroids
 - biopsy for malignancies
180. What is always administered to children who experience an allergic reaction to a vaccine?
- Subcutaneous epinephrine once, at 1:1000 dilution and a dose of 0.01 mg/kg body weight for up to 0.3 mg
 - Epinephrine as described in response a, up to three times, in 10 to 20 minute intervals
 - Oral or intramuscular diphenhydramine, 1 mg/kg body weight for up to 30 mg
 - Cardiopulmonary resuscitation (CPR)
181. The preferred intramuscular vaccine injection site for toddlers, older children, adolescents, and adults is the
- anterolateral aspect of the thigh
 - gluteal muscle
 - deltoid muscle
 - triceps muscle
182. Growth charts for newborns, infants, and toddlers are differentiated according to percentiles for
- length or weight versus age in months
 - length and weight versus age in months, separated according to sex
 - length, weight, and chest circumference versus age in months
 - length, weight, and chest circumference versus age in months, separated according to sex

183. When taking the pulse rate for child younger than 5 years old, which of the following is the preferred pulse site?

- a. Radial pulse
- b. Brachial pulse
- c. Apical pulse
- d. Dorsalis pedis pulse

184. When checking a man for prostate cancer, all of the following tests are typically performed EXCEPT:

- a. Prostate-specific antigen (PSA)
- b. Prostatic ultrasound
- c. Biopsy
- d. Urinalysis

185. When performing a urinary catheterization on a women, which of the following should NOT be done?

- a. Use sterile gloves to maintain sterility of both hands throughout
- b. Wipe each portion of the labia with antiseptic-soaked cotton balls in a front-to-back motion
- c. Have the patient in a dorsal lithotomy position during the procedure.
- d. Use sterile lubricant on the catheter tip prior to insertion

186. When developing a fecal occult blood test, a positive result is indicated by

- a. immediate appearance of a blue color around the periphery of the stool smear
- b. appearance of a blue color around the periphery of the stool smear as well as the positive control within 30 to 60 seconds
- c. immediate appearance of a red color around the periphery of the stool smear and all controls
- d. patches of red in the stool sample

187. Which of the following pulmonary function tests is a good indication of the extent of someone's asthma or other respiratory disorder?

- a. Forced vital capacity (FVC)
- b. Forced expiration volume at one second (FEV1)
- c. Mean expiration flow rate (MEF)
- d. Peak expiratory flow rate (PEFR)

188. Which of the following is NOT true of an erythrocyte sedimentation rate (ESR)?

- a. A value of 25 mm/hour is always considered abnormal
- b. An ethylenediaminetetraacetic acid (EDTA) or sodium citrate venous blood sample is used
- c. The test must be read at precisely 60 minutes
- d. The test should be performed within two hours of the blood draw

189. A patient who cannot walk or lift himself is to be transferred. He should be lifted

- a. by the arms
- b. under the armpits
- c. by gripping their gait belt from underneath and lifting
- d. by their waist

190. A patient can bear only partial weight on one leg. Which of the following types of gait should this patient use with a crutch?
- Two-point gait
 - Three-point gait
 - Four-point gait
 - Swing-to gait
191. Which of the following is a range of motion (ROM) exercise that involves a motion directed away from the body's midline?
- Flexion
 - Rotation
 - Abduction
 - Adduction
192. Which of the following best describes the current American Heart Association guidelines for emergency cardiopulmonary resuscitation (CPR) on an adult?
- Perform rescue breathing using two breaths, and if obstructed, five abdominal thrusts
 - For circulation, use a ratio of 30 fast compressions to two breaths
 - Shock with an automated external defibrillator (AED) prior to CPR
 - Perform all of the above
193. Under the Controlled Substance Act, a special Drug Enforcement Agency (DEA) form must be utilized to order which of the following types of drugs in a medical setting?
- Schedule I
 - Schedule II
 - Schedule III
 - Schedule IV
194. Of the cardiac-related drugs that should be kept on hand in an ambulatory setting, which one is used for angina pectoris?
- Nitroglycerin
 - Atropine
 - Digoxin
 - Isoproterenol
195. A provider must administer a drug available in units/mL. How should the number of mL be determined to obtain the dose ordered?
- Multiply the available dose in units/mL by 16
 - Divide the dose ordered by the dose on hand
 - Divide the dose on hand by the dose ordered
 - Convert to mg for each, and then divide the dose ordered by the dose on hand
196. When taking a standard electrocardiograph (ECG), where should the bipolar leads be placed?
- Between the left and right arms, the left leg and right arm, and the left leg and left arm
 - Between the middle of the left arm to left leg and the right arm, the middle of the right arm to left leg and the left arm, and the middle of the right arm to left arm and the left leg
 - Between six different points on the chest and a point on the right arm to left leg lead
 - Between six different points on the chest and the intersection of the left arm/right arm/left leg leads

197. An irregular electrocardiograph (ECG) characterized by closely spaced premature ventricular contractions (PVCs), a lack of P waves, and distorted QRS complexes indicates
- atrial fibrillation
 - paroxysmal atrial tachycardia
 - ventricular tachycardia
 - ventricular fibrillation
198. A "3" in the blue diamond on a chemical label indicates that the chemical is
- a flammable liquid
 - reactive with water
 - a corrosive or toxic health hazard
 - potentially explosive near a spark or if heated
199. A Centers for Medicare and Medicaid (CMS)-approved basic metabolic panel includes laboratory tests for
- carbon dioxide, potassium, chloride, and sodium
 - the tests listed in response A plus blood urea nitrogen (BUN), total calcium, creatinine, and glucose
 - the tests listed in response B plus albumin, total bilirubin, total protein, SGOT, and SGPT
 - albumin, alkaline phosphatase, direct bilirubin, total bilirubin, total protein, SGOT, and SGPT
200. In which of the following color top tubes should a venipuncture specimen be collected if the laboratory tests to be performed require a serum sample?
- Red top or red-gray mottled top
 - Lavender top or blue top
 - Dark green top
 - Light gray top