1. Which job responsibility would be expected of a medical assistant as a patient navigator?

a. code patient care

b. identify patient resources

c. collect patient payments

d. make patient-related decisions

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.c Assist patient in navigating issues and concerns (i.e., insurance policy information, medical bills, and physician/provider orders)

ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant  
CAAHEP: V.C.10 Identify the role of the medical assistant as a patient navigator

LO 01.01: Describe the medical assistant’s role in providing customer service and serving as a patient navigator.

2. Which response would be appropriate for a medical assistant during an emergency situation?

a. speak loudly

b. work quickly

c. follow instructions

d. act independent

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.8.g Recognize and respond to medical office emergencies

ABHES: MA.A.1.5.f Demonstrate an understanding of the core competencies for an inter-professional collaborative practice (i.e. values/ethics, roles/responsibilities, interprofessional communication, teamwork)

CAAHEP: X.I.C.4 Identify professional behaviors of a medical assistant

A.8 Demonstrate self-awareness

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

3. Which communication style describes assertiveness?

a. overbearing

b. confident

c. defensive

d. passive

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications

CAAHEP: V.C.1 Identify types of verbal and nonverbal communication

CAAHEP: XI.C.4 – Identify professional behaviors of a medical assistant

LO 01.06: Differentiate between aggressive, assertive, and passive behaviors.

4. What is one way individuals can think critically?

1. observe the situation carefully.
2. act quickly.
3. do not ask questions.
4. follow the first instinct without looking for further options.

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities of the medical assistant  
ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications  
CAAHEP: XI.C.4 – Identify professional behaviors of a medical assistant

LO 01.03: Describe the general responsibilities and skills of an administrative medical assistant.

5. Which term identifies a credential by a non-governmental professional organization to a medical assistant who has met state or national standards?

a. registered

b. accredited

c. licensed

d. navigator

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements

CAAHEP: X.C.5 - Identify licensure and certification as they apply to healthcare providers.

LO 01.09: Summarize licensure, accreditation, certification, and registration.

6. Which response would a medical assistant most likely anticipate from a patient given a poor diagnosis?

a. extreme variation

b. predictable quietness

c. high engagement

d. quick acceptance

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.5.b - Provide support for terminally ill patients 1) Communicate effectively with empathy 2) Identify the stages of grief  
ABHES: MA.A.1.5.d - Define the developmental stages of life and their appropriate care  
CAAHEP: V.C.13- Identify the basic concepts of the following theories of: a. Maslow

b. Erikson

c. Kubler-Ross

LO 01.05: Describe how to interact with and relate to others experiencing grief or distress.

7. Which program focuses on medical care and support to patients and family members dealing with a terminal illness?

a. navigation

b. hospice

c. Medicare

d. public health

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.5.b -Provide support for terminally ill patients 1) Communicate effectively with empathy 2) Identify the stages of grief

ABHES: MA.A.1.5.d - Define the developmental stages of life and their appropriate care  
CAAHEP: V.C.13 Identify the basic concepts of the following theories of: a. Maslow

b. Erikson

c. Kubler-Ross

LO 01.05: Describe how to interact with and relate to others experiencing grief or distress.

8. Which environment should the medical assistant be prepared to work in?

a. calm office routine

b. high-stress level events

c. easier patient care situations

d. low urgency cases

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant

MA.A.1.5.f. Demonstrate an understanding of the core competencies for an inter-professional collaborative practice (i.e. values/ethics, roles/responsibilities, interprofessional communication, teamwork)  
CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant.

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

9. Which agency or organization controls certification for medical assistants?

a. government agencies

b. professional organizations

c. employers

d. educational programs

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements  
CAAHEP: X.C.5 - Identify licensure and certification as they apply to healthcare providers.

CAAHEP: X.C.1 – Identify scope of practice and standards of care for medical assistants

LO 01.09: Summarize licensure, accreditation, certification, and registration.

10. Which behavior projects professionalism?

a. defer to others for decisions

b. emotional response to stress

c. work independent of the physician

d. demonstrate confidence

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette

CAAHEP: XI.C Identify professional behaviors of a medical assistant

LO 01.08: Describe professional behavior and the appearance of a medical assistant.

11. Which behavior is the heart of health care professionalism?

a. putting yourself first

b. empathy and service

c. good computer skills

d. skill and education

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette

MA.A.1.1.d List the general responsibilities and skills of the medical assistant

MA.A.1.5.f Demonstrate an understanding of the core competencies for an inter-professional collaborative practice (i.e. values/ethics, roles/responsibilities, interprofessional communication, teamwork)

CAAHEP: XI.C Identify professional behaviors of a medical assistant

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

12. Which job responsibility would be an administrative medical assistant role?

a. sterilizing equipment

  b. assisting with diagnostic procedures

  c. updating and maintaining patient records

  d. administering medications and giving injections

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant  
ABHES: MA.A.1.7 7.b Navigate electronic health records systems and practice management software

CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant.

CAAHEP: X.C.1 – Identify scope of practice and standards of care for medical assistants

LO 01.03: Describe the general responsibilities and skills of an administrative medical assistant.

13. Which role is a responsibility of the medical assistant?

a. determine medical diagnoses

b. give medical advice

c. maintain confidentiality

d. set up computer programs

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant

CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant

CAAHEP: X.C.1 – Identify scope of practice and standards of care for medical assistants

LO 01.03: Describe the general responsibilities and skills of an administrative medical assistant.

14. Which reason accounts for the faster-than-average growth in health care employment opportunities?

a. the rise in career training programs

b. rapid expansion of health insurance coverage

c. advances in clinical research

d. technological advances and an aging population

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.a - Describe the current employment outlook for the medical assistant

LO 01.02: Describe the employment opportunities and outlook for those trained as administrative medical assistants.

15. Which term describes being able to put yourself in the patient’s situation and understand their viewpoint?

a. empathy

b. demeanor

c. sympathy

d. integrity

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.h Display effective interpersonal skills with patients and caregivers

ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications

CAAHEP: A.3 Demonstrate empathy for patients’ concerns; A.4 Demonstrate active listening; A.8 Demonstrate self-awareness

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

16. At which stage of dying does a patient with a terminal illness reach a point of feeling at peace?

a. bargaining

b. anger

c. acceptance

d. denial

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.b - Provide support for terminally ill patients 1) Communicate effectively with empathy 2) Identify the stages of grief

MA.A.1.5.h Display effective interpersonal skills with patients and caregivers  
ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications  
CAAHEP: V.C.13 - Identify the basic concepts of the following theories of: a. Maslow

b. Erikson

c. Kubler-Ross

A.3 Demonstrate empathy for patients’ concerns; A.4 Demonstrate active listening

LO 01.05: Describe how to interact with and relate to others experiencing grief or distress.

17. Which stage of dying appears to be a defense mechanism that happens initially and may recur at other times during the dying process?

a. anger

b. depression

c. denial

d. bargaining

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.b - Provide support for terminally ill patients 1) Communicate effectively with empathy 2) Identify the stages of grief

MA.A.1.5.h Display effective interpersonal skills with patients and caregivers

MA.A.1.7.g - Display professionalism through written and verbal communications   
CAAHEP: V.C.13 - Identify the basic concepts of the following theories of: a. Maslow

b. Erikson

c. Kubler-Ross

A.3 Demonstrate empathy for patients’ concerns; A.4 Demonstrate active listening

LO 01.05: Describe how to interact with and relate to others experiencing grief or distress.

18. During which stage of dying may the patient ask themself, “Why me?”

a. anger

b. depression

c. denial

d. acceptance

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.b - Provide support for terminally ill patients 1) Communicate effectively with empathy 2) Identify the stages of grief

MA.A.1.5.h Display effective interpersonal skills with patients and caregivers

CAAHEP: V.C.13 - Identify the basic concepts of the following theories of: a. Maslow

b. Erikson

c. Kubler-Ross

A.3 Demonstrate empathy for patients’ concerns; A.4 Demonstrate active listening

LO 01.05: Describe how to interact with and relate to others experiencing grief or distress.

19. During which stage of dying may the patient tend to hide information from others and negotiate the outcome of the illness?

a. acceptance

b. depression

c. denial

d. bargaining

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.b - Provide support for terminally ill patients 1) Communicate effectively with empathy 2) Identify the stages of grief

MA.A.1.5.h Display effective interpersonal skills with patients and caregivers  
CAAHEP: V.C.13 - Identify the basic concepts of the following theories of: a. Maslow

b. Erikson

c. Kubler-Ross

A.3 Demonstrate empathy for patients’ concerns; A.4 Demonstrate active listening

LO 01.05: Describe how to interact with and relate to others experiencing grief or distress.

20. Which term describes credentialing that is sanctioned by a state government and required for professional practice?

a. certification

b. accreditation

c. registration

d. licensure

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements  
CAAHEP: X.C.1 - Identify scope of practice and standards of care for medical assistants  
CAAHEP: X.C.5 - Identify licensure and certification as they apply to healthcare providers.

LO 01.09: Summarize licensure, accreditation, certification, and registration.

21. Many personalities can be found in work relationships. What type of personality is described as someone who continually interrupts you with trivial information?

a. gossiper

b. disruptor

c. credit hog

d. know-it-all

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS:

ABHES: MA.A.1.5.f - Demonstrate an understanding of the core competencies for an inter-professional collaborative practice (i.e. values/ethics, roles/responsibilities, interprofessional communication, teamwork)

CAAHEP: X.I.C.4 Identify professional behaviors of a medical assistant. A.8 Demonstrate self-awareness

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

22. What are two indicators of job satisfaction?

a. empathy and sympathy

b. initiative and motivation

c. pessimism and aggression

d. wages and benefits

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant  
ABHES: MA.A.1.10.b - Demonstrate professional etiquette

CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant.

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

23. Which action would counteract the effects of stress and burnout for the medical assistant?

  a. avoid interpersonal communication

  b. treat patients in a methodical manner

  c. keep to the same office duties

  d. exercise regularly

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.5.e Analyze the effect of hereditary and environmental influences on behavior

CCAHEP: A.6 Recognize personal boundaries; A.8 Demonstrate self-awareness.

CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant.

V.C.11 Identify coping mechanisms.

LO 01.07: Identify adaptive and non-adaptive coping mechanisms.

24. What are two important tools in evaluating a patient’s behavior?

  a. speaking slowly and taking detailed notes

  b. listening and observing

  c. researching and comparing a patient to other cases

  d. observing and focusing

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications

ABHES: MA.A.1.5.h – Display effective interpersonal skills with patients and care givers  
CAAHEP: V.C.1 - Identify styles and types of verbal communication  
CAAHEP: V.C.2 - Identify types of nonverbal communication  
CAAHEP: V.C.3 - Recognize barriers to communication  
LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

25. Which medical assistant skills include being friendly, sensitive, warm, genuine, courteous, and positive?

a. organizational

b. clinical

c. interpersonal

d. technical

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications  
CAAHEP: V.C.1 – Identify types of verbal and nonverbal communication

XI.C.4 Identify professional behaviors of a medical assistant

A.7 Demonstrate tactfulness; A.8 Demonstrate self-awareness

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

26. Which type of work schedule may permit working different hours on different days within an available range of hours?

a. Swing shift

b. Flextime

  c. Job sharing

d. Staggered hours

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skill of the medical assistant  
ABHES: MA.A.1.11.a - Describe the current employment outlook for the medical assistant

CAAHEP: XI.C.4 – Identify professional behaviors of a medical assistant

LO 01.02: Describe the employment opportunities and outlook for those trained as administrative medical assistants.

27. Which information source provides licensure requirements for practicing medical assistants?

  a. national examination testing service

  b. educational program accreditation

  c. certification standards

  d. state legislation

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.4.f - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; ii. Describe what procedures can and cannot be delegated to the medical assistant and by whom orders can be given

ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements

CAAHEP:X.C.5 Identify licensure and certification as they apply to healthcare providers

LO 01.09: Summarize licensure, accreditation, certification, and registration.

28. In a health care setting, how is effective customer service demonstrated?

  a. by placing the patient’s needs first

  b. by not scheduling too many patients in a day

  c. by getting along with coworkers

  d. by referring patients to community agencies when appropriate

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant  
ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications

CAAHEP: V.C.10 Identify the role of the medical assistant as a patient navigator.

CAAHEP: V.C.1 Identify types of verbal and nonverbal communication.

LO 01.01: Describe the medical assistant’s role in providing customer service and serving as a patient navigator.

29. Which of the following is a goal of patient education?

  a. Ensure that patients get treatment for their condition.

  b. Eliminate the need for the physician to provide teaching.

  c. Motivate patients to independently determine their medical care and health status.

  d. Extend the reach and effectiveness of the physician.

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.8.h Teach self-examination, disease management, and health promotion  
CAAHEP: V.C.6 - Identify techniques for coaching a patient related to specific needs  
CAAHEP: V.P.3 - Coach patients regarding: a. office policies

b. medical encounters

CAAHEP: V.C.10 Identify the role of the medical assistant as a patient navigator

LO 01.01: Describe the medical assistant’s role in providing customer service and serving as a patient navigator.

30. Which role is a professional specialty that an administrative medical assistant can choose to pursue?

a. medical coding

b. medical chemotherapy transfusions

c. medical loans

d. medical prescription writing

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.a - Describe the current employment outlook for the medical assistant  
ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant

LO 01.02: Describe the employment opportunities and outlook for those trained as administrative medical assistants.

31. Which success indicator is associated with a customer service-orientated medical practice?

a. The physician is supported.

b. The patient is satisfied.

c. All employee needs are met.

d. The management team is efficient.

ANSWER: b

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant  
ABHES: MA.A.1.10.b - Demonstrate professional etiquette  
CAAHEP: V.A.3 - Demonstrate empathy for patients’ concerns

CAAHEP: V.C.10 Identify the role of the medical assistant as a patient navigator

LO 01.01: Describe the medical assistant’s role in providing customer service and serving as a patient navigator.

32. Which employment opportunity is available for an administrative medical assistant?

a. surgical technician

b. phlebotomy services

c. Medicare physical therapy

d. insurance company billing

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS: ABHES: MA.A.1.1.a - Describe the current employment outlook for the medical assistant

LO 01.02: Describe the employment opportunities and outlook for those trained as administrative medical assistants.

33. Which activity will lower stress levels for an administrative medical assistant?

a. daily walks

b. sedentary work

c. casual clothing

d. sleep more than required

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette

CAAHEP: V.C.- 11. Identify coping mechanisms

LO 01.07: Identify adaptive and non-adaptive coping mechanisms.

34. Which response would avoid negative consequences of stress?

a. share ideas to solve problems

b. avoid humor when talking to others

c. withdraw from difficult situations

d. use break time to discuss work

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS: ABHES: MA.A.1.1.d - List the general responsibilities and skills of the medical assistant  
ABHES: MA.A.1.10.b - Demonstrate professional etiquette

CAAHEP: V.C.- 11. Identify coping mechanisms

LO 01.07: Identify adaptive and non-adaptive coping mechanisms.

35. Which requirement is needed to take the American Association of Medical Assistants certification test?

a. two years of work experience as a medical assistant before testing

b. coding certificate in addition to medical assisting clinical skills

c. graduation from an accredited medical assisting program

d. acceptance into a medical assisting program

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS: ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements   
CAAHEP: X.C.5 - Identify licensure and certification as they apply to healthcare providers

LO 01.09: Summarize licensure, accreditation, certification, and registration.

36. Which information would a medical assistant use to document requirements for recertification?

a. continuing education units

b. professional journal copies

c. workshop meeting attendance

d. internet resource lists

ANSWER: a

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS: ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements, the process to obtain the credential and the importance of credentialing  
CAAHEP: X.C.5 - Identify licensure and certification as they apply to healthcare providers

LO 01.09: Summarize licensure, accreditation, certification, and registration.

37. Which method would support keeping current as a medical assistant?

a. credit for prior learning at work

b. avoiding new techniques

c. passing a certification test

d. reading professional journals

ANSWER: d

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS: ABHES: MA.A.1.10.b - Demonstrate professional etiquette

ACCREDITING STANDARDS: ABHES: MA.A.1.1.c - Comply with federal, state, and local health laws and regulations as they relate to healthcare settings; i. Define the scope of practice for the medical assistant per state requirements

LO 01.10: Explain continuing education and methods of staying current on professional medical assistant practices.

38. Which skill is identified as a “soft skill”?

a. cleaning the breakroom as needed

b. careful appointment scheduling

c. greeting a person with enthusiasm

d. making sure the reception area has soothing music

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS: MA.A.1.10.b - Demonstrate professional etiquette

MA.A.1.5.h Display effective interpersonal skills with patients and caregivers  
CAAHEP: V.C.2 - Identify types of nonverbal communication  
CAAHEP: V.C.3 - Recognize barriers to communication

CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.

39. Which underlying factor may result in aggressive communication?

a. self-respect

b. patient focus

c. personal agenda

d. awareness when others are stressed

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

ACCREDITING STANDARDS:

ABHES: MA.A.1.10.b - Demonstrate professional etiquette

ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications

CAAHEP: V.C.2 - Identify types of nonverbal communication  
CAAHEP: V.C.3 - Recognize barriers to communication.

CAAHEP: XI.C.4 Identify professional behaviors of a medical assistant.

LO 01.06: Differentiate between aggressive, assertive, and passive behaviors.

40. Which result is most likely to occur when a medical assistant focuses on sympathy?

a. understand another person’s viewpoint

b. manage emotional strain that occurs at work

c. inhibit an ability to help the patient

d. focus on prioritization of patient needs

ANSWER: c

POINTS: 1

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

STUDENT ENTRY MODE: Basic

ACCREDITING STANDARDS:

ABHES: MA.A.1.10.b - Demonstrate professional etiquette

ABHES: MA.A.1.7.g - Display professionalism through written and verbal communications

CAAHEP: V.C.2.- Identify communication barriers

CAAHEP: V.C.3. - Identify techniques for overcoming communication barriers

LO 01.04: Describe interpersonal skills needed to be an administrative medical assistant.