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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Medical assisting is probably *not* for you if you:   |  |  |  | | --- | --- | --- | |  | a. | have an interest in health and medicine | |  | b. | are good at multi-tasking | |  | c. | do not like variety in your job | |  | d. | are interested in a career in an expanding field |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 2. Which category of skills include those that keep medical assistants practicing within their scope of practice?   |  |  |  | | --- | --- | --- | |  | a. | communication | |  | b. | legal and ethical concepts | |  | c. | instruction | |  | d. | operational functions |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 3. Which of these is an example of an administrative skill?   |  |  |  | | --- | --- | --- | |  | a. | collecting specimens | |  | b. | performing vital signs | |  | c. | administering medications | |  | d. | medical record preparation |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. Which of these is an example of a clinical skill?   |  |  |  | | --- | --- | --- | |  | a. | performing patient screenings | |  | b. | performing bookkeeping and collection procedures | |  | c. | scheduling appointments | |  | d. | preparing submittal (“clean”) insurance forms |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 5. Medical assistants are generally allowed to:   |  |  |  | | --- | --- | --- | |  | a. | perform examinations | |  | b. | diagnose illnesses | |  | c. | prescribe treatment | |  | d. | assist in the administration of treatment |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 6. The majority of medical assistants work in which type of environment?   |  |  |  | | --- | --- | --- | |  | a. | surgical | |  | b. | insurance company | |  | c. | ambulatory care | |  | d. | laboratory |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 7. The expenses involved in running a business have made which of the following rare today?   |  |  |  | | --- | --- | --- | |  | a. | solo practices | |  | b. | partnerships | |  | c. | multi-provider clinics | |  | d. | hospitals |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 8. Urgent care centers:   |  |  |  | | --- | --- | --- | |  | a. | originated about 10 years ago | |  | b. | are usually open only on weekends | |  | c. | typically require patients to make an appointment | |  | d. | take care of patients with acute illness or injury |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 9. The Patient Centered Medical Home (PCMH) is a team-based model of care led by:   |  |  |  | | --- | --- | --- | |  | a. | a surgeon | |  | b. | the patient | |  | c. | a personal provider | |  | d. | a health insurance company representative |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 10. According to the U.S. Department of Labor, employment of medical assistants is expected to \_\_\_\_\_\_ from 2012 to 2022.   |  |  |  | | --- | --- | --- | |  | a. | grow 118 percent | |  | b. | grow 29 percent | |  | c. | remain about the same | |  | d. | shrink 17 percent |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11. For good grooming, it is recommended that you brush and floss your teeth at least \_\_\_\_ a day.   |  |  |  | | --- | --- | --- | |  | a. | once | |  | b. | twice | |  | c. | three times | |  | d. | five times |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. To be more efficient with your time, it is recommended that you do *not*:   |  |  |  | | --- | --- | --- | |  | a. | focus on your most important tasks each day | |  | b. | learn to say no to low-priority requests | |  | c. | stay away from bad habits that rob you of your time | |  | d. | be a perfectionist for tasks that don’t require your best effort |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 13. Which of these tasks is typically the *lowest* priority?   |  |  |  | | --- | --- | --- | |  | a. | working on pending files that have tasks | |  | b. | performing procedures and dismissing patients | |  | c. | rooming patients | |  | d. | assisting the provider with emergencies and procedures |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 14. The American Association of Medical Assistants (AAMA) traces its roots back to:   |  |  |  | | --- | --- | --- | |  | a. | 1935 | |  | b. | 1955 | |  | c. | 1975 | |  | d. | 1995 |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 15. Candidates for the CMA (AAMA) Certification Exam are allowed a \_\_\_\_-day period in which to take the exam.   |  |  |  | | --- | --- | --- | |  | a. | 30 | |  | b. | 60 | |  | c. | 90 | |  | d. | 120 |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 16. Which organization offers the Registered Medical Assistant certification?   |  |  |  | | --- | --- | --- | |  | a. | American Medical Technologists (AMT) | |  | b. | American Association of Medical Assistants (AAMA) | |  | c. | National Center for Competency Testing (NCCT) | |  | d. | American Academy of Professional Coders (AAPC) |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 17. Which organization offers certification examinations for the National Certified Medical Assistant and National Certified Medical Office Assistant?   |  |  |  | | --- | --- | --- | |  | a. | American Academy of Professional Coders (AAPC) | |  | b. | National Healthcareer Association (NHA) | |  | c. | American Medical Technologists (AMT) | |  | d. | National Center for Competency Testing (NCCT) |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 18. Candidate certification from the NCCT is valid for a period of \_\_\_\_ years, from the date of certification indicated on each candidate’s certificate.   |  |  |  | | --- | --- | --- | |  | a. | 2 | |  | b. | 5 | |  | c. | 7 | |  | d. | 10 |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 19. A requirement for maintaining NCCT certification is the accrual of \_\_\_\_ clock hours of continuing education each year.   |  |  |  | | --- | --- | --- | |  | a. | 14 | |  | b. | 10 | |  | c. | 22 | |  | d. | 34 |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 20. To qualify to sit for an NHA certification exam, you must graduate from an NHA-approved health care training program or have at least:   |  |  |  | | --- | --- | --- | |  | a. | 6 months of full-time job experience and a high school diploma or GED | |  | b. | 6 months of full-time job experience and an associate’s degree | |  | c. | 1 year of full-time job experience and a high school diploma or GED | |  | d. | 1 year of full-time job experience and an associate’s degree |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 21. AACP offers several types of certifications. Which of the following is *not* an AAPC certification?   |  |  |  | | --- | --- | --- | |  | a. | Certified Professional Coder (CPC) (Outpatient Physician Office Credential) | |  | b. | Certified Professional Coder (CPC-OP) (Outpatient Clinic) | |  | c. | Certified Professional Coder-Hospital Outpatient (CPC-H) (Outpatient Hospital/Facility Credential) | |  | d. | Certified Professional Coder-Payer (CPC-P) (Payer Coding Credential) |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 22. Which of the following is the AAPC certification for physician practice?   |  |  |  | | --- | --- | --- | |  | a. | CPC-P® | |  | b. | CMAA | |  | c. | CPC-H® | |  | d. | CPC® |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| *Match each term with its definition.*   |  |  | | --- | --- | | a. | American Medical Technologists (AMT) | | b. | professionalism | | c. | advocate | | d. | multi-provider clinic | | e. | programmatic accreditation | | f. | institutional accreditation | | g. | generalist | | h. | perfume | | i. | jewelry | | j. | partnership | | k. | National Center for Competency Testing (NCCT) | | l. | occupational analysis | | m. | American Academy of Professional Coders (AAPC) | | n. | National Healthcareer Association | |

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| 23. Identifies three broad areas of practice for medical assistants certified through the AAMA   |  |  | | --- | --- | | *ANSWER:* | l | |

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| 24. Person who looks out for patients   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 25. Medical assistant who performs both clinical and administrative duties   |  |  | | --- | --- | | *ANSWER:* | g | |

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| 26. Type of medical practice made up of at least two physicians   |  |  | | --- | --- | | *ANSWER:* | j | |

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| --- | --- | --- |
| 27. Type of medical practice made up of at least three physicians   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 28. Behaviors such as displaying tact, diplomacy, courtesy, respect, and dignity are the utmost important skills of a medical assistant, demonstrating responsibility in all aspects of the job and promoting integrity and honesty   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 29. This not only looks out of place in a medical setting, it is also a great collector of microorganisms   |  |  | | --- | --- | | *ANSWER:* | i | |

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| 30. Something that may be offensive to patients, especially if they have allergies or are suffering from nausea   |  |  | | --- | --- | | *ANSWER:* | h | |

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| 31. Type of accreditation offered by the Accrediting Bureau of Health Education Schools (ABHES)   |  |  | | --- | --- | | *ANSWER:* | e | |

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| 32. Type of accreditation offered by the Accrediting Commission of Career Schools and Colleges (ACCSC)   |  |  | | --- | --- | | *ANSWER:* | f | |

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| 33. Organization, founded in 1939, that serves as a certification and membership society for several allied health professionals, including medical assistants, phlebotomists, and medical lab assistants   |  |  | | --- | --- | | *ANSWER:* | a | |

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| --- | --- | --- |
| 34. Organization that offers certification examinations for National Certified Medical Assistant (NCMA) and National Certified Medical Office Assistant (NCMOA)   |  |  | | --- | --- | | *ANSWER:* | k | |

|  |  |  |
| --- | --- | --- |
| 35. Organization that produces publications including *Healthcare Business Magazine*, *Healthcare Business Tips &* *Resources*,  and *ICD-10 Tips and Resources*   |  |  | | --- | --- | | *ANSWER:* | m | |

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| 36. Organization, established in 1989 as a certification agency, that offers eight certification exams for several allied health care areas, including the CCMA and CMAA   |  |  | | --- | --- | | *ANSWER:* | n | |

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| *Match each professional trait with its definition.*   |  |  | | --- | --- | | a. | courteous | | b. | initiative | | c. | dependable | | d. | punctual | | e. | accurate | | f. | respectful | | g. | patient | | h. | honest | | i. | confidential | |

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| 37. Being detail-oriented and ensuring that information is correct   |  |  | | --- | --- | | *ANSWER:* | e | |

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| 38. Being polite and well-mannered   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 39. Being prudent and conscious, especially in regard to speech   |  |  | | --- | --- | | *ANSWER:* | i | |

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| --- | --- | --- |
| 40. Being reliable and responsible   |  |  | | --- | --- | | *ANSWER:* | c | |

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| --- | --- | --- |
| 41. Being trustworthy and truthful   |  |  | | --- | --- | | *ANSWER:* | h | |

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| --- | --- | --- |
| 42. Showing ambition   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 43. Acting calm when things don’t necessarily go as planned   |  |  | | --- | --- | | *ANSWER:* | g | |

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| --- | --- | --- |
| 44. Being in exact agreement with time   |  |  | | --- | --- | | *ANSWER:* | d | |

|  |  |  |
| --- | --- | --- |
| 45. Showing regard for others even if you disagree with their message   |  |  | | --- | --- | | *ANSWER:* | f | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ​*Match each professionalism trait with its definition.*   |  |  | | --- | --- | | a. | ​tactful | | b. | ​team player | | c. | ​empathetic | | d. | ​adaptable | |

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| 46. ​The ability to adjust   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 47. ​Be able to perceive a situation and know the right thing to say or do   |  |  | | --- | --- | | *ANSWER:* | a | |

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| --- | --- | --- |
| 48. ​Put yourself in another person’s shoes; think about what is best for the patient   |  |  | | --- | --- | | *ANSWER:* | c | |

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| --- | --- | --- |
| 49. ​Work cooperatively with a group of people   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 50. ​Which of the following defines the principles of self-boundaries?   |  |  |  | | --- | --- | --- | |  | a. | not examining, diagnosing, or prescribing treatment | |  | b. | ​knowing when to back off in a confrontation | |  | c. | ​understanding the sender-receiver feedback philosophy | |  | d. | ​all of the above |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 51. ​Which of the following describes the role of the patient navigator prior to the patient seeing the provider?   |  |  |  | | --- | --- | --- | |  | a. | Conduct a preplanning visit with the patient prior to the office visit to assist with the visit agenda. | |  | b. | Obtain a basic history including medication use. | |  | c. | Perform any needed tests that are due. | |  | d. | ​All of the above |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 52. ​Which of the following describes the role of the patient navigator during the patient with the provider?   |  |  |  | | --- | --- | --- | |  | a. | ​documenting the provider’s remarks or findings in the medical record, filling out documents, and ordering laboratory tests and radiograph studies | |  | b. | assisting with referrals, queuing electronic prescriptions for the provider to approve and send to the pharmacy | |  | c. | assisting with procedures | |  | d. | ​all of the above |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| ​*Match the following description of how to project a professional appearance to the description. Note: Answers may be used more than once.*   |  |  | | --- | --- | | a. | ​cleanliness | | b. | ​posture | | c. | ​hand care | | d. | ​hair | | e. | ​proper attire | | f. | ​jewelry | | g. | ​fragrances | | h. | ​cosmetics | |

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| 53. ​Should be tasteful and skillfully applied   |  |  | | --- | --- | | *ANSWER:* | h | |

|  |  |  |
| --- | --- | --- |
| 54. ​Looks out of place and it is a great collector of microorganisms   |  |  | | --- | --- | | *ANSWER:* | f | |

|  |  |  |
| --- | --- | --- |
| 55. ​Can be offensive to some patients, especially if they have allergies or are suffering from nausea   |  |  | | --- | --- | | *ANSWER:* | g | |

|  |  |  |
| --- | --- | --- |
| 56. ​Take a daily bath or shower and use a deodorant or antiperspirant   |  |  | | --- | --- | | *ANSWER:* | a | |

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| --- | --- | --- |
| 57. ​Some facilities have policies that prohibit any use at all   |  |  | | --- | --- | | *ANSWER:* | g | |

|  |  |  |
| --- | --- | --- |
| 58. ​Shampoo your hair often   |  |  | | --- | --- | | *ANSWER:* | a | |

|  |  |  |
| --- | --- | --- |
| 59. ​Affects not only your appearance but also the amount of fatigue you experience   |  |  | | --- | --- | | *ANSWER:* | b | |

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| --- | --- | --- |
| 60. ​Novelty piercings, such as nose rings and tongue studs, are not appropriate for professional grooming and may not be allowed by the facility   |  |  | | --- | --- | | *ANSWER:* | f | |

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| 61. ​Keep your fingernails manicured and cut well below the fingertips   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 62. ​Start each day with an aseptic hand wash, paying close attention to nails   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 63. ​Brush and floss your teeth at least twice a day; use mouthwash or breath mints when necessary   |  |  | | --- | --- | | *ANSWER:* | a | |

|  |  |  |
| --- | --- | --- |
| 64. ​The ease with which you move around reflects your poise and confidence   |  |  | | --- | --- | | *ANSWER:* | b | |

|  |  |  |
| --- | --- | --- |
| 65. ​Keep it clean and away from your face; if it is long, it should be worn up or fastened back   |  |  | | --- | --- | | *ANSWER:* | d | |

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| --- | --- | --- |
| 66. ​When uniforms are required, they should be clean and free of wrinkles and fit well   |  |  | | --- | --- | | *ANSWER:* | e | |

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| --- | --- | --- |
| 67. ​Follow institutional guidelines in relation to artificial nails and polishes (most facilities prohibit artificial nails, colored nail polish, and art)   |  |  | | --- | --- | | *ANSWER:* | c | |

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| --- | --- | --- |
| 68. ​Uniform shoes should be kept clean and have clean shoestrings; hose must not have runs   |  |  | | --- | --- | | *ANSWER:* | e | |

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| --- | --- | --- |
| 69. ​Pay attention to the undergarments you wear beneath the uniform so that they do not show through the fabric of your uniform and that t-shirts or other long-sleeved shirts look professional   |  |  | | --- | --- | | *ANSWER:* | e | |

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| --- | --- | --- |
| 70. ​Wear watch or wedding ring only   |  |  | | --- | --- | | *ANSWER:* | f | |

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| 71. ​Which of the following is *not* considered a positive personal trait?   |  |  |  | | --- | --- | --- | |  | a. | ​sharing information on social networking sites | |  | b. | ​friendly attitude | |  | c. | ​genuine smile | |  | d. | ​perception as a professional |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 72. ​Which of the following will *not* assist you in being more efficient with your time?   |  |  |  | | --- | --- | --- | |  | a. | ​Be a perfectionist for tasks that don’t require your best effort. | |  | b. | ​Make a daily list of tasks and projects that must be completed. | |  | c. | ​Learn to say no to low-priority requests—especially those that are optional. | |  | d. | ​Stay away from bad habits that rob you of your time such as surfing the Internet or using the phone for extended lengths of time. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| ​*The clinical side of medical assisting has a natural progression. Match what takes priority when working in a clinical capacity with the description. Note: Answers may be used more than once.*   |  |  | | --- | --- | | a. | ​first priority | | b. | ​second priority | | c. | ​third priority | | d. | ​fourth priority | |

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| 73. ​Performing procedures and dismissing patients   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 74. ​When a room becomes vacant, clean and prepare it for the next patient   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 75. ​Assisting the provider with emergencies and procedures   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 76. ​Working on pending files that have tasks   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 77. ​Learning to anticipate when a patient might need a special procedure performed is a good skill to cultivate   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 78. ​Calling back patients with test results, calling in prescriptions per the provider’s order, and so on   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 79. ​Try to stay one to two rooms ahead of the provider; the provider should never have to wait for the medical assistant to room a patient   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 80. ​Retrieve the patient from the reception area, document the patient’s chief complaint, and perform vital signs   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 81. ​The medical assistant can save time by preparing items necessary for the procedure ahead of time, but do not open any supplies until a direct order is given to perform the procedure   |  |  | | --- | --- | | *ANSWER:* | a | |

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| ​*There are three main areas of medical assisting: general, administrative, and clinical.* *Match the term to its description. Note: Answers may be used more than once.*   |  |  | | --- | --- | | a. | ​general skills | | b. | ​administrative skills | | c. | ​clinical skills | |

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| 82. ​Help manage the business affairs of the practice   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 83. ​Psychology, communication, professionalism   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 84. ​Establishing patient medical records, scheduling appointments and practice finances   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 85. ​Anatomy and physiology, infection control, patient intake, and documentation of care   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 86. ​Medical law/regulatory guidelines, medical ethics, risk management   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 87. ​Patient preparation and assisting the provider   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 88. ​Medical reception, patient navigator/advocate, medical business practices   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 89. ​Quality assurance and safety, and medical terminology   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 90. ​Nutrition, collecting and processing specimens, diagnostic testing   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 91. ​Pharmacology and emergency management/basic first aid   |  |  | | --- | --- | | *ANSWER:* | c | |