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1. Identify the insurance plan for prescription drugs that requires enrollment and a separate premium payment.

- A. Part A
- B. Part B
- C. Part C
- D. Part D

2. What impact can stress have on a patient's ability to communicate effectively?

- A. Stress can impair a patient's communication, leading to confusion or misunderstanding during medical consultations.
- B. Stress can make the patient refuse to enter the examination room.
- C. Stress can make patients excessively compliant, agreeing with all medical advice without question.
- D. Stress can cause the patient to laugh inappropriately during serious discussions.

3. A medical assistant is preparing to assist a patient who is hard of hearing and attending their appointment alone. What is the best approach for the medical assistant to ensure effective communication with the patient?

- A. Ask the patient to reschedule their appointment until someone can accompany them to help interpret
- B. Speak very slowly and in a higher pitch to ensure the patient understands
- C. Request another staff member who knows sign language to assist
- D. Use clear, written instructions and visual aids to communicate with the patient

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4. When organizing patient medication forms, which type of form lists medications that should not be crushed due to their special coatings designed to dissolve at a specific location or rate in the digestive system?

- A. Effervescent tablets
- B. Enteric-coated tablets
- C. Chewable tablets
- D. Sublingual tablets

5. Which of the following responses to a patient's questions enhances trust and communication?

- A. Active listening and providing empathetic responses
- B. Rushing the patient through their explanation
- C. Making assumptions without confirming details
- D. Using medical jargon without clarification

6. Which of the following is NOT a recommended approach when communicating with elderly patients in a medical setting?

- A. Being patient and listening actively
- B. Using complex medical jargon
- C. Maintaining eye contact
- D. Speaking slowly and clearly

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7. In the context of maintaining patient confidentiality, how should a medical assistant handle a situation where another patient's test results have been accidentally faxed to the wrong office?

- A. Immediately notify the receiving office to ensure the information is securely disposed of, apologize for the error, and re-send the correct information to the appropriate office.
- B. Ignore the mistake and hope the receiving office handles it appropriately.
- C. Call the receiving office and ask them to mail the test results back to you.
- D. Send the same test results to the correct office without addressing the error.



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8. Identify which of the following is an appropriate way to gather information from a patient.

- A. You understand your treatment, right?
- B. Why did you forget to take your medication?
- C. You don't miss any doses, do you?
- D. Can you tell me more about your symptoms?

9. Imagine a scenario where a patient expresses concern that their prescribed treatment plan seems overwhelming and unmanageable. As a medical assistant, using active listening, you restate the implication that the treatment feels too complex. What active listening technique are you using in this situation?

- A. Asking for clarification
- B. Paraphrasing
- C. Rephrasing
- D. Verbalizing the implied

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10. In a healthcare setting, a prewritten note that can be customized with specific patient information is known as:

- A. A letterhead
- B. An attachment
- C. The body of the letter
- D. A template

11. You are assisting an elderly patient who has difficulty hearing. You begin to raise your voice to ensure they understand your instructions, but they appear to become frustrated and stop listening. What is an important reminder in this situation?

- A. The patient is just having a bad day; try again later.
- B. Some patients will always have difficulty following instructions regardless of your efforts.
- C. Raising your voice may be perceived as shouting, which can be frustrating or intimidating for some patients.
- D. Next time, speak even louder to ensure they can hear you clearly.



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12. A medical assistant suspects that a child patient is being abused. To whom is the medical assistant legally required to report this suspicion?

- A. The child's grandparents
- B. The child's family doctor
- C. Child Protective Services
- D. The child's school

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13. You overhear a medical assistant discussing a patient's confidential HIV status with a friend outside of work. What should you do in this situation?

- A. Directly inform the patient about what you overheard without taking further action.
- B. Use the chain of command to report the breach of confidentiality to your supervisor.
- C. Ignore the conversation; it does not affect you.
- D. Confront the medical assistant directly in public about their actions.

14. Under current medical laws, whom must a medical assistant notify if they suspect a patient is suffering from abuse or neglect?

- A. A private investigator
- B. The hospital's billing department
- C. Child Protective Services or Adult Protective Services
- D. The patient's next of kin

15. A legal document that appoints someone to make healthcare decisions on behalf of a patient if they become incapable is known as a:

- A. Durable Power of Attorney
- B. Advance Directive
- C. Living Will
- D. Healthcare Power of Attorney

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16. In the context of medical ethics, which principle ensures that healthcare professionals maintain an equitable relationship between various parties, including patients and stakeholders, in terms of information and resource allocation?

- A. Confidentiality
- B. Fidelity
- C. Justice
- D. Non-maleficence

17. In the context of patient privacy, which of the following is NOT considered a violation of the Health Insurance Portability and Accountability Act (HIPAA)?

- A. Leaving patient records on a shared computer without encryption
- B. Sharing de-identified medical data for research
- C. Discussing a patient's medical condition in a public setting
- D. Releasing patient information without consent

18. Evaluate the table below to identify the process by which patients are informed of the potential risks, benefits, and alternatives before receiving medical treatment. Process Definition Relation to Patient Care Informed consent Patient agrees to treatment Ensures understanding of risks Autonomy Right to make decisions Enables informed consent Patient rights Rights to privacy/life Fundamental for informed consent Medical ethics Values for decision-making Guides ethical conduct

- A. Patient rights
- B. Medical ethics
- C. Informed consent
- D. Autonomy

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19. A new patient is trying to decide who should be their medical power of attorney. What advice should the medical assistant provide to help them make an informed decision?

- A. Selecting the family doctor as a medical power of attorney guarantees professional medical decisions.
- B. The patient should choose someone over the age of 18 who can responsibly make medical decisions, including decisions about life support.
- C. The patient should always choose their oldest child to ensure decisions align with family traditions.
- D. Choosing a lifelong friend who will not hesitate to make emotional decisions is the best option.



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20. All of these are inappropriate places to discuss patient health information, violating patient confidentiality, except:

- A. In a private office with the door closed
- B. In the hospital cafeteria during lunch
- C. In the elevator with other people present
- D. In the hallway near the patient rooms

21. An elderly patient living alone needs assistance with daily activities and occasional personal errands due to limited mobility. Which type of community service should be suggested to address both needs?

- A. Meal delivery services
- B. Medical transportation services
- C. Home care services
- D. Support group for seniors

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22. A patient comes to the clinic with a known hearing impairment. What is the most effective strategy to ensure clear communication and understanding during their visit?

- A. Speak loudly and slowly to ensure you're heard.
- B. Rely only on lip-reading for communication.
- C. Communicate solely through gestures.
- D. Use a combination of written instructions and visual cues.

23. What is the Medical Assistant's role in ensuring effective communication when a patient is diagnosed with a chronic condition?

- A. All of these
- B. Facilitate communication between the patient and specialist providers
- C. Arrange regular check-ups and follow-up visits
- D. Provide patient education resources to help understand the condition

24. A clinic manager asks you to review a patient's history of hypertension. In which section of a problem-oriented insurance file would you locate this information?

- A. Insurance claims
- B. Treatment recommendations
- C. Current complaints list
- D. Problem list



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25. A patient recently discharged from the hospital needs follow-up lab work. They were unavailable during your initial call. What is the best approach to coordinate this lab appointment?

- A. Schedule the lab work without consulting the patient and send an appointment card.
- B. Ask the hospital discharge coordinator to handle the lab appointments.
- C. Send a follow-up email to the patient requesting a suitable time, and provide any necessary lab preparation instructions.
- D. Leave another voicemail on the patient's phone, asking them to visit for test scheduling.

26. Identify the service below that is not typically provided by non-clinical support for patients managing chronic illnesses.

- A. transportation services
- B. chemotherapy
- C. support groups
- D. home meal preparation

27. In the context of managing a patient's dietary needs, which step involves assessing how ready the patient is to make lifestyle changes?

- A. Assessing the learning needs
- B. Planning the dietary plan
- C. Determining dietary priorities
- D. Evaluating the dietary progress

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28. What is a helpful resource for patients seeking information on prescription medication safety?

- A. Pharmacy information brochure
- B. Local newspaper
- C. Community bulletin board
- D. Social media posts



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29. What factors should be prioritized when educating a 16-year-old patient about nutritional habits to ensure effective learning?

- A. Focusing on their health concerns and motivators
- B. Communicating with dignity and respect
- C. Emphasizing privacy and independence
- D. Using straightforward language

30. A patient with a chronic condition has been referred to a specialist for ongoing treatment, but the insurance has authorized only three visits. The specialist determines that additional visits are needed. What is the most appropriate action to take?

- A. None of the above
- B. Submit a new referral for the additional visits.
- C. Schedule the additional visits without notifying the insurance.
- D. Inform the patient they will need to cover the cost of additional visits.



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Answer Key & Explanations

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1. D — Part D

Answer: Part D Part D covers prescription drugs and requires a separate monthly premium. It is an optional plan that beneficiaries can choose to enroll in, unlike Part A, which typically does not require a premium and covers hospitalization. While Parts B and C also require a premium, they do not specifically cover prescription drugs.

2. A — Stress can impair a patient's communication, leading to confusion or misunderstanding during medical consultations.

Answer: Stress can impair a patient's communication, leading to confusion or misunderstanding during medical consultations. Stress can significantly impact a patient's ability to communicate by causing confusion, misunderstandings, or difficulties in recalling information. This can complicate interactions with healthcare providers and affect the patient's ability to understand and follow medical advice. Effective communication is crucial in healthcare, and stress can hinder the patient's capacity to express concerns or comprehend medical instructions, necessitating extra patience and clarity from medical staff. In stressful situations, patients may also experience behaviors like freezing or withdrawing, thereby impacting their interaction quality with healthcare professionals.

3. D — Use clear, written instructions and visual aids to communicate with the patient

Answer: Use clear, written instructions and visual aids to communicate with the patient. Clear written communication and visual aids are helpful when assisting a patient who is hard of hearing, ensuring they understand the information. It is not appropriate to ask the patient to reschedule their appointment. The medical assistant should try to communicate effectively without delaying care. Speaking very slowly and in a higher pitch may not help and might come off as disrespectful. It's important to maintain normal speech volume while using visual means. Requesting another staff member who knows sign language is not always an option; the medical assistant should be prepared to manage communication.

4. B — Enteric-coated tablets

Enteric-coated tablets are designed with a special coating that prevents them from dissolving in the stomach. Instead, they are meant to dissolve in the intestines to prevent irritation of the stomach lining and ensure the proper release of the medication. Therefore, they should not be crushed. Chewable tablets are by design meant to be chewed, sublingual tablets are meant to dissolve under the tongue, and effervescent tablets are dissolved in water before consumption.

5. A — Active listening and providing empathetic responses

Active listening and providing empathetic responses help build trust and enhance communication. It shows patients that the healthcare provider cares and understands their concerns, leading to a more effective dialogue. Conversely, rushing the patient, making unverified assumptions, and using unexplained medical jargon can hinder communication by creating confusion and reducing trust.

6. B — Using complex medical jargon

Answer: Using complex medical jargon. When communicating with elderly patients, it's important to avoid



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complex medical jargon that may confuse them. Instead, use simple language and explanations. Maintaining eye contact, speaking slowly and clearly, and being patient while listening actively are effective communication techniques to ensure the patient understands and feels comfortable.

7. A — Immediately notify the receiving office to ensure the information is securely disposed of, apologize for the error, and re-send the correct information to the appropriate office.

Answer: It is crucial to protect patient confidentiality by promptly addressing any breach. Immediately notify the receiving office to ensure the mishandled information is securely disposed of, apologize for the error, and re-send the correct information to the appropriate office. Ignoring the mistake or failing to act responsibly could compromise patient privacy.

8. D — Can you tell me more about your symptoms?

The correct answer is: Can you tell me more about your symptoms? Asking open-ended questions like this encourages patients to share more information and keeps communication open. Questions such as "You understand your treatment, right?" may lead the patient to give a response they think the medical assistant wants to hear. It's also a leading question. Asking "Why did you forget to take your medication?" can make patients feel defensive and less open to share information. Similarly, "You don't miss any doses, do you?" implies a preferred answer and can influence a patient's honesty.

9. D — Verbalizing the implied

Answer: Verbalizing the implied In this scenario, the patient implied that the treatment was too complex without stating it directly. By recognizing and verbalizing this, you help address their underlying concern. Asking for clarification involves requesting more details about the patient's feelings. Paraphrasing requires you to restate the patient's message in your own words. Rephrasing involves repeating the content either as a question or a statement to encourage more discussion from the patient.

10. D — A template

A template is a prewritten note that provides a standardized format, enabling healthcare professionals to fill in specific patient details efficiently. A letterhead typically includes the healthcare provider's name and logo at the top. An attachment is a separate document sent along with the main document. The body of the letter refers to the main text content within a communication piece.

11. C — Raising your voice may be perceived as shouting, which can be frustrating or intimidating for some patients.

Raising your voice may be perceived as shouting, which can be frustrating or intimidating for some patients. Instead of raising your voice, try speaking clearly and facing the patient to help them read lips or use another form of communication, such as written instructions. Consider using hearing aids or other assistive devices if available. Always be patient and understanding of the challenges faced by elderly patients with hearing difficulties.

12. C — Child Protective Services

Answer: Child Protective Services. Medical assistants are legally required to report suspicions of child abuse to Child Protective Services. This ensures the child's safety and initiates an investigation into the situation. Reporting to the child's school, grandparents, or family doctor is not legally mandated and may not effectively address the risk of further harm to the child.

13. B — Use the chain of command to report the breach of confidentiality to your supervisor.

Answer: Use the chain of command to report the breach of confidentiality to your supervisor. Breaching



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patient confidentiality is a serious offense. It's critical to follow the chain of command and involve your supervisor to ensure the situation is handled properly, maintaining patient trust and compliance with HIPAA regulations. It's important not to handle the situation on your own or turn a blind eye. Proper protocol helps protect patient rights and ensure that corrective actions are taken. Directly confronting the person involved in public could escalate the situation inappropriately and might not resolve the underlying issue.

14. C — Child Protective Services or Adult Protective Services

Answer: Child Protective Services or Adult Protective Services Medical assistants have a legal obligation to report suspected cases of abuse or neglect to the appropriate authorities, such as Child Protective Services or Adult Protective Services. Informing next of kin, a private investigator, or the billing department is not mandated by law and does not fulfill the legal reporting requirement.

15. D — Healthcare Power of Attorney

Answer: Healthcare Power of Attorney A Healthcare Power of Attorney is a legal document that designates an individual, known as an agent, to make medical decisions for the patient if they are unable to do so themselves. A Durable Power of Attorney generally relates to financial and legal matters rather than healthcare. An Advance Directive is a broader term that includes various documents, such as a Living Will and Healthcare Power of Attorney, to outline a patient's healthcare preferences. A Living Will specifies the medical treatments a patient does or does not want, similar to an Advance Directive, but does not appoint a decision-maker.

16. C — Justice

Answer: Justice Justice in medical ethics involves the fair and equitable distribution of resources and ensuring unbiased treatment of all parties involved. It addresses the equal distribution of benefits and burdens in the healthcare process. Non-maleficence refers to the obligation to avoid causing harm. Confidentiality involves keeping patient information secure and private. Fidelity refers to the obligation to keep promises and comply with agreements.

17. B — Sharing de-identified medical data for research

Answer: Sharing de-identified medical data for research HIPAA regulations allow the sharing of de-identified medical data for research purposes as long as identifiable information is removed to protect patient privacy. Discussing a patient's medical condition publicly, releasing information without consent, or leaving unencrypted patient records on shared devices are violations of HIPAA.

18. C — Informed consent

Informed consent is a crucial process where the patient consents to medical treatment after being informed of the related risks and benefits. Autonomy supports this by upholding a patient's right to decide. Patient rights encompass the protection of privacy and life, which are essential for informed consent. Medical ethics provide a framework for ethical decision-making but are distinct from the informed consent process.

19. B — The patient should choose someone over the age of 18 who can responsibly make medical decisions, including decisions about life support.

Answer: The patient should choose someone over the age of 18 who can responsibly make medical decisions, including decisions about life support. It is crucial that the chosen person is capable of handling the responsibility and making difficult choices if necessary. The medical assistant should provide guidance on what qualifies someone to be a medical power of attorney, emphasizing the responsibilities involved. It's important to note that the patient should make this choice independently, without being influenced by the



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medical assistant's opinions.

20. A — In a private office with the door closed

Discussing patient health information should always be done in a private setting to protect patient confidentiality. A private office with the door closed is an appropriate place. In contrast, public or semi-public areas like cafeterias, elevators, and hallways lack privacy and thus are inappropriate locations for such discussions.

21. C — Home care services

Home care services provide assistance with daily activities such as bathing, dressing, and light housekeeping, as well as support for personal errands. A support group is beneficial for social interaction but doesn't address physical assistance needs. Meal delivery services deliver food but don't assist with errands or other daily tasks. Medical transportation services focus on transport to medical appointments rather than daily living support.

22. D — Use a combination of written instructions and visual cues.

The most effective way to communicate with a patient with a hearing impairment is to use a combination of written instructions and visual cues. This ensures that all information is clear and accessible to the patient. Speaking loudly is not always helpful and relying solely on lip-reading or gestures can lead to miscommunication.

23. A — All of these

Answer: All of these In the management of a chronic condition, the Medical Assistant's role is crucial as it involves various components. Acting as a communication bridge between the patient and healthcare providers ensures all parties are aligned regarding treatment plans and care needs. Furthermore, arranging regular appointments helps in monitoring the patient's progress and addressing any new concerns promptly. Providing educational resources empowers patients with knowledge about their condition, promoting engagement in their own care.

24. D — Problem list

Answer: Problem list The problem list contains a log of the patient's past and existing health issues, including hypertension. This allows medical professionals to access vital information on historical and ongoing diagnoses. Insurance claims detail the financial aspects of medical procedures and may not contain specific details on health conditions. Treatment recommendations describe the physician's proposed treatments for specific health issues but do not list diagnoses. The current complaints list in an insurance file typically logs new or ongoing issues the patient is experiencing.

25. C — Send a follow-up email to the patient requesting a suitable time, and provide any necessary lab preparation instructions.

The correct approach involves sending a follow-up email to the patient. This ensures that the patient is informed and can select a convenient time for their follow-up lab work. The email can also provide instructions on how to prepare for the lab work, ensuring the patient is well-prepared.

26. B — chemotherapy

Answer: chemotherapy Chemotherapy is a clinical treatment for cancer patients and is administered by healthcare professionals. Non-clinical support services may include things such as support groups, home meal preparation, or transportation services that aid in improving the quality of life for patients without providing medical treatment.



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27. A — Assessing the learning needs

Answer: Assessing the learning needs Assessing learning needs is crucial before introducing any dietary changes to a patient. It involves gauging how prepared and motivated the patient is for dietary modification. This step helps in understanding the patient's goals and readiness for change. Planning the dietary plan involves developing a structured approach to the patient's nutrition needs. Determining dietary priorities focuses on what nutritional changes should be prioritized. Evaluating the dietary progress refers to assessing how well the patient is adhering to the changes and the effectiveness of the plan.

28. A — Pharmacy information brochure

A pharmacy information brochure is a valuable resource that provides detailed information on medication use and safety. Local newspapers, community bulletin boards, and social media posts may not offer as reliable or comprehensive information regarding prescription medication safety.

29. C — Emphasizing privacy and independence

Emphasizing privacy and independence is crucial when educating a 16-year-old about nutrition, as they value autonomy over their choices at this age. Using straightforward language is better suited for younger children. Health concerns are a priority for adults, and dignity and respect are essential for older adults.

30. B — Submit a new referral for the additional visits.

Submit a new referral for the additional visits. Approved referrals outline the number of visits and specific treatments authorized by insurance. Any additional services require a new referral to avoid unexpected costs to the patient. Coordination with insurance ensures all treatments are covered appropriately.



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