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Practice Questions

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1. In a standard benefits package offered by an employer, which insurance type is typically fully paid by the employer? Insurance Type Coverage Description Who Pays the Premium Health Medical consultations and treatment Employer Dental Routine checkups, cleaning, and dental procedures Employee Vision Eye examinations and corrective lenses Employee Life Provides a payout in the event of employee's death Employer

- A. Dental
- B. Vision
- C. Health
- D. Life

2. A new medical assistant is concerned about assisting a patient who is hearing impaired. The patient is not accompanied by anyone to facilitate communication during their appointment. What advice is best for the medical assistant in this situation?

- A. Rely on speaking louder so the patient can hear better.
- B. Ask the patient to reschedule when someone can accompany them.
- C. Encourage the patient to call someone to communicate on their behalf over the phone.
- D. Use written communication or visual cues to assist the patient.

3. A caregiver is responsible for looking after her elderly parent, who needs constant supervision. She mentions that she feels overwhelmed and wishes to have some personal time to handle errands and relax. What type of community resource would be beneficial for this caregiver?

- A. Meal delivery services
- B. Home health care
- C. Adult daycare or respite services
- D. Support group for caregivers

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4. When delivering unfavorable test results to a patient, which approach is most likely to encourage open communication?

- A. Using technical jargon to explain results
- B. Downplaying the severity of the results
- C. Criticizing the patient's previous health choices
- D. Expressing empathy and understanding

5. What is the Medical Assistant's role in managing medications for a patient post-hospital discharge?

- A. Ensure the pharmacy has the correct prescription
- B. Arrange a follow-up appointment to assess the medication's effectiveness
- C. All of these
- D. Explain the dosage, timing, and potential side effects of medications

6. Which of the following is typically NOT included in a patient's insurance coverage documentation?

- A. Vaccination History
- B. Premium Details
- C. Coverage Limits
- D. Deductibles

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7. You have received a notification that a patient has viewed their test results on the patient portal. What is the best way to ensure they attend a necessary follow-up appointment?

- A. Ask the patient to call the clinic to schedule their own follow-up appointment.
- B. Call the patient to discuss the test results and schedule the follow-up appointment, sending any required preparation instructions via email.
- C. Automatically schedule the follow-up appointment and send the details to the patient via email.
- D. Send a message through the patient portal with the appointment details and assume patient will attend.



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8. A patient has been diagnosed with measles in the medical office. Who must the medical assistant legally report this information to?

- A. The police
- B. The patient's family
- C. The local health department
- D. The patient's employer

9. A medical assistant overhears a patient telling a nurse that they are afraid of going home because their partner verbally abuses them and sometimes takes away their medications. The nurse tells the patient they can keep it confidential. What should the medical assistant do in this situation?

- A. Immediately contact law enforcement without consulting anyone, as this is an abuse case.
- B. Use the chain of command to discuss this with a supervisor; this is a potentially harmful situation and needs proper attention.
- C. Ignore the conversation; it's a personal matter and doesn't concern medical staff.
- D. Advise the patient to hide the medications to avoid further issues with their partner.

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10. A medical assistant suspects that a child brought in for a routine check-up shows signs of possible neglect or abuse. To which entity is the medical assistant mandated by law to report these suspicions?

- A. Child Protective Services (CPS)
- B. The child's school teacher
- C. The child's parent or guardian
- D. The office manager

11. What is the document called that allows a parent to authorize another individual to make healthcare decisions for their child in the event that the parent is unable to do so?

- A. Child's living will
- B. Healthcare directive
- C. Medical power of attorney for a minor
- D. Parental consent form



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12. During the patient intake process at a hospital, which of the following is a typical responsibility of a Medical Assistant?

- A. Acting as a point of communication for the patient
- B. Diagnosing medical conditions
- C. Prescribing medication
- D. Performing surgical procedures

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13. Which of the following is the difference between prophylactic treatment and definitive treatment?

- A. Prophylactic treatment is cheaper than definitive treatment.
- B. Definitive treatments are only used in veterinary medicine, while prophylactic treatments are for humans.
- C. Definitive treatment prevents a disease, while prophylactic treatment resolves existing symptoms.
- D. Prophylactic treatment prevents a disease while definitive treatment resolves a disease.

14. During a routine check-up, a patient exhibits signs of extreme stress, which raises their blood pressure reading from their baseline of 120/80 mmHg to 150/95 mmHg. What is a potential risk of making clinical decisions based solely on this elevated reading?

- A. The patient might require an increase in their current medication dosage.
- B. It suggests the patient is likely experiencing a heart attack.
- C. The patient might be incorrectly diagnosed with hypertension, leading to unnecessary treatment.
- D. The elevated reading indicates a likely allergic reaction that needs immediate attention.

15. Which of the following materials is used in clothing to change from a solid at room temperature to a liquid at body temperature, for the purpose of retaining heat in cold conditions? Material State at Room Temperature State at Body Temperature Purpose
Brand A Solid Liquid Heat Retention Brand B Solid Solid Insulation Brand C Liquid Liquid Moisture Wicking Brand D Gaseous Liquid Breathability

- A. Brand D
- B. Brand A
- C. Brand B
- D. Brand C

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16. In a dental practice, which of the following professionals is considered an allied health professional?

- A. Periodontist
- B. Dental Hygienist
- C. Dentist
- D. Orthodontist

17. Which of the following traits is least appropriate for a medical assistant tasked with ensuring patient confidentiality?

- A. Being attentive to detail
- B. Being respectful of privacy
- C. Being trustworthy
- D. Being indiscreet

18. You are tasked with finding a list of all the medications a patient has been prescribed, both current and past. Where would you locate this information in a problem-oriented medical record?

- A. Problem list
- B. Health history list
- C. Patient plan
- D. Medication list

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19. Which is true of Patient-Centered Medical Homes (PCMHs)?

- A. PCMHs emphasize acute care services and rarely engage in ongoing patient management.
- B. PCMHs lack accountability for patient outcomes, focusing mainly on specialty care.
- C. PCMHs encourage fragmented care by prioritizing specialist visits over primary care coordination.
- D. PCMHs focus on providing comprehensive primary care by coordinating care across various healthcare services to improve patient outcomes and hold providers accountable for outcomes.

20. Community resources for mental health support may include all except:

- A. employment assistance programs
- B. psychiatric evaluation services
- C. peer support groups
- D. stress management workshops



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21. The liver is located in the upper right quadrant of the abdomen and sits above which organ?

- A. Stomach
- B. Kidneys
- C. Pancreas
- D. Small intestine

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22. Which part of the nutritional education process involves evaluating a patient's current dietary habits?

- A. Discussing meal planning options
- B. Setting nutritional goals
- C. Evaluating the effectiveness of the education
- D. Assessing the patient's dietary habits

23. During a routine check-up, the digital thermometer is not functioning due to low battery. What alternative method can you use to measure the patient's body temperature while ensuring accuracy?

- A. Measure temperature using the patient's hand on their forehead.
- B. Use a temporal artery thermometer and document this method.
- C. Rely on the patient to estimate their own temperature.
- D. Use an oral thermometer and document this method.

24. A patient tries a newly available food supplement and quickly starts experiencing facial swelling and breathlessness. What type of reaction is the patient likely experiencing?

- A. Anaphylactic reaction
- B. Adverse reaction
- C. Drug interaction
- D. Idiosyncratic reaction

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25. In a healthcare setting, which of the following Personal Protective Equipment (PPE) is properly used to stop the spread of infectious diseases by breaking the mode of transmission? Type of PPE Purpose Gloves Protects hands from contaminants Mask Prevents inhalation of infectious agents Goggles Protects eyes from exposure Gown Protects skin and clothing from contaminants

- A. Any appropriate use of PPE interrupts the mode of transmission.
- B. Use of a single type of PPE is sufficient to stop all infections.
- C. PPE does not contribute to infection control.
- D. Only wearing gloves and masks stops infection transmission completely.

26. What is the best way to communicate with a patient who does not speak English and has a language barrier while seeking medical care?

- A. Speak slowly and clearly, and use non-verbal cues to support understanding
- B. Learn and use some common phrases in the patient's native language
- C. All of these
- D. Use a professional translator or a translation app to assist with communication

27. When preparing the exam room for a newborn screening, which action should be prioritized?

- A. Gather supplies only after the newborn has been fed.
- B. Sterilize equipment and lay out needed newborn screening supplies before the newborn arrives.
- C. Wait until the newborn is in the room to prepare the supplies.
- D. Allow the physician to handle all preparation tasks upon entry.

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28. A physician plans to conduct a physical examination on a 55-year-old male patient concerned about high blood pressure. As a medical assistant, how should you best assist the physician during this visit?

- A. Provide the patient with reading material and advise him that the doctor will answer all his questions shortly.
- B. Set up the examination room and wait outside until the physician finishes consulting with the patient.
- C. Prepare the blood pressure cuff and stethoscope, instruct the patient to wear a drape, assist the physician by handing necessary tools, and provide comfort to the patient.
- D. Hand the patient a drape and leave the room while the physician talks with the patient.



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29. Which of the following tests is commonly used to assess liver function in patients with suspected liver disease?

- A. blood tests which measure levels of liver enzymes such as ALT and AST
- B. electrocardiogram (EKG)
- C. pulmonary function tests
- D. urine culture

30. A patient is experiencing a severe nosebleed while in the waiting room. They appear anxious and slightly pale. What is the most appropriate first step you should take after introducing yourself and putting on gloves?

- A. Have the patient lie down with an ice pack on their nose to constrict the blood vessels.
- B. Apply pressure to the bridge of the nose to control the bleeding.
- C. Have the patient sit and lean forward slightly, pinching the soft part of the nose to help slow the bleeding.
- D. Tilt the patient's head back to prevent blood from coming out of the nose.



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Answer Key & Explanations

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1. D — Life

Life insurance is typically paid by the employer as a part of the standard benefits package. Health insurance often also involves contributions by the employer, but it can sometimes require employee contributions as well. Dental and vision insurance are commonly paid by employees.

2. D — Use written communication or visual cues to assist the patient.

Answer: Use written communication or visual cues to assist the patient. Providing communication that relies on visual methods helps ensure understanding for hearing-impaired patients. Speaking louder does not help since the patient cannot hear well. It is inappropriate and inconvenient to ask the patient to reschedule their appointment. Phone calls can be misconstrued and add stress; direct, immediate communication is best when possible.

3. C — Adult daycare or respite services

Answer: Adult daycare or respite services Adult daycare and respite services offer temporary care for elderly individuals, which allows caregivers to take breaks, manage personal errands, or simply have some time off. These services provide not only personal time for the caregiver but also a change of environment and social interaction for the elderly person. Support groups offer emotional support and shared experiences but do not provide relief from caregiving duties. Meal delivery services help with nutrition and meal preparation but do not allow the caregiver time away from their responsibilities. Home health care might assist with medical needs but does not necessarily provide the caregiver time off for personal tasks.

4. D — Expressing empathy and understanding

Expressing empathy and understanding allows a patient to feel heard and supported, facilitating open communication. In contrast, using complex technical terms may confuse the patient, downplaying the seriousness can come off as dismissive, and criticizing the patient can cause defensiveness, all of which inhibit effective communication.

5. C — All of these

Answer: All of these A Medical Assistant plays a crucial role in managing medications post-discharge, which includes educating patients about their prescriptions, coordinating with pharmacies to ensure accurate dispensing, scheduling follow-up appointments to monitor medication outcomes, and being a point of contact for any patient inquiries related to their medications.

6. A — Vaccination History

Answer: Vaccination History Insurance coverage documentation primarily includes details such as premium, coverage limits, and deductibles. A patient's vaccination history, however, is part of their medical health record, not their insurance documentation.

7. B — Call the patient to discuss the test results and schedule the follow-up appointment, sending any required preparation instructions via email.

Answer: Call the patient to discuss the test results and schedule the follow-up appointment, sending any



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required preparation instructions via email. Communicating directly with the patient ensures that they understand the importance of attending the follow-up appointment and have the opportunity to ask questions. Providing the necessary preparation instructions and communicating via email allows for clarification and documentation of the appointment details. Assuming the patient will attend without direct communication may increase the risk of missed appointments and lack of preparation.

8. C — The local health department

Answer: The local health department For notifiable infectious diseases, medical assistants are required by law to report to the local health authorities to control and prevent the spread of the disease. The police do not handle reports of infectious diseases; they focus on criminal activities. The patient's employer and family do not need to be involved by the medical staff in disclosing the diagnosis due to privacy guidelines unless there is express consent.

9. B — Use the chain of command to discuss this with a supervisor; this is a potentially harmful situation and needs proper attention.

Answer: Use the chain of command to discuss this situation with a supervisor; this is a potentially harmful situation and needs proper attention. Ignoring the issue can place the patient in continued risk. The medical assistant should ensure the issue is addressed properly by following established protocols for handling abuse. Advising the patient to hide medications is not a solution and could exacerbate the situation. While contacting law enforcement can be a step, it is best to follow the chain of command initially to ensure all protocols are properly adhered to, maintaining ethical and legal standards in this sensitive situation.

10. A — Child Protective Services (CPS)

Answer: Child Protective Services (CPS) Medical assistants are mandated by law to report any suspicions of child neglect or abuse to Child Protective Services (CPS). While the medical assistant may inform other personnel in the medical office of their concerns, they are legally required to report suspicions of neglect or abuse directly to CPS. It is not required to inform the child's teacher, parent, or the office manager about these suspicions without first reporting to CPS, as it may compromise the safety and well-being of the child.

11. C — Medical power of attorney for a minor

Answer: Medical power of attorney for a minor. A medical power of attorney for a minor allows parents to delegate healthcare decision-making authority to another person if they are not available. A parental consent form typically does not grant decision-making powers but is used for specific permissions, like field trips. A child's living will is generally not relevant as minors usually cannot create such legal documents themselves. A healthcare directive is more relevant to adults setting out treatment preferences when incapacitated, akin to a living will.

12. A — Acting as a point of communication for the patient

Answer: Acting as a point of communication for the patient Medical Assistants are often responsible for facilitating communication between the patient and healthcare team during the intake process. They do not diagnose conditions, prescribe medications, or perform surgeries.

13. D — Prophylactic treatment prevents a disease while definitive treatment resolves a disease.

Prophylactic treatment is intended to prevent the onset of a disease, whereas definitive treatment aims to resolve or cure an already diagnosed disease. This distinction is important in medical practice to determine the appropriate approach for patient care.



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14. C — The patient might be incorrectly diagnosed with hypertension, leading to unnecessary treatment.

Stress can cause temporary spikes in blood pressure that do not reflect the patient's normal baseline. Using such readings without accounting for stress can lead to misdiagnosis and unnecessary treatment.

15. B — Brand A

Brand A is specifically designed to change state from solid to liquid with warming, providing a heat-retentive function. Brand B and D do not undergo a state change, and Brand C focuses on moisture wicking rather than heat retention.

16. B — Dental Hygienist

Answer: Dental Hygienist Allied health professionals are integral to health care; a dental hygienist assists a dentist in providing oral care, making them part of the allied health team.

17. D — Being indiscreet

Answer: Being indiscreet. Maintaining patient confidentiality is crucial in healthcare, and being indiscreet poses a risk to private information. Attention to detail, respect for privacy, and being trustworthy are essential traits for safeguarding patient information.

18. D — Medication list

Answer: Medication list The medication list provides a patient's current and past medication prescriptions. It helps track what medications have been prescribed and administered over time. The problem list consists of past and present medical and psychological diagnoses, not medication information. The health history list includes subjective data about a patient's health concerns and is part of the patient database. The patient plan outlines the treatment recommendations for a specific diagnosis, not a list of medications.

19. D — PCMHs focus on providing comprehensive primary care by coordinating care across various healthcare services to improve patient outcomes and hold providers accountable for outcomes.

Answer: PCMHs focus on providing comprehensive primary care by coordinating care across healthcare services to improve patient outcomes. They hold providers accountable for the quality of care by emphasizing care continuity, unlike traditional models focusing on acute care or specialty care.

20. B — psychiatric evaluation services

Answer: psychiatric evaluation services Psychiatric evaluation services involve clinical care provided by healthcare professionals, while peer support groups, stress management workshops, and employment assistance programs offer supportive services without medical treatment.

21. A — Stomach

The liver is anatomically located primarily in the upper right quadrant of the abdomen and lies above the stomach. It is separated from other organs by the diaphragm and is not in direct contact with the kidneys or the small intestine.

22. D — Assessing the patient's dietary habits

Answer: Assessing the patient's dietary habits Before providing nutritional education, it is essential to assess the patient's current dietary habits. This helps customize teaching strategies to fit the patient's specific needs and readiness to learn about nutrition. Discussing meal planning options is part of the educational strategy once the assessment is complete. Setting nutritional goals occurs after understanding the patient's current habits and readiness. Evaluating the effectiveness of the education involves ensuring the patient understands



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and implements the dietary changes taught.

23. B — Use a temporal artery thermometer and document this method.

Answer: Use a temporal artery thermometer and document this method. The temporal artery thermometer is a reliable alternative when a digital thermometer is not operational. This method involves scanning the forehead to capture the body temperature accurately. It's important to document the method used as it may differ from standard practices.

24. A — Anaphylactic reaction

Answer: Anaphylactic reaction Anaphylactic reactions occur suddenly after exposure to allergens, presenting symptoms like facial swelling and difficulty breathing, which require urgent medical attention.

25. A — Any appropriate use of PPE interrupts the mode of transmission.

Answer: Any appropriate use of PPE interrupts the mode of transmission. PPE serves as a barrier to prevent exposure to infectious agents, thus breaking the mode of transmission and helping to control infection spread.

26. C — All of these

Answer: All of these Patients who speak a different language require modified communication methods. Using a professional translator or a translation app ensures accurate information exchange. Speaking slowly and using non-verbal cues help bridge understanding. Learning and using basic phrases in their language shows respect and facilitates rapport.

27. B — Sterilize equipment and lay out needed newborn screening supplies before the newborn arrives.

Proper preparation involves sterilizing the exam area and having all necessary supplies ready before the newborn and their guardian arrive. This minimizes waiting time and reduces the risk of contamination.

28. C — Prepare the blood pressure cuff and stethoscope, instruct the patient to wear a drape, assist the physician by handing necessary tools, and provide comfort to the patient.

The correct protocol involves preparing the necessary medical tools, ensuring patient comfort through proper gowning, and actively assisting during the exam. The medical assistant should also be present to support both the physician and the patient, ensuring everything runs smoothly.

29. A — blood tests which measure levels of liver enzymes such as ALT and AST

Answer: blood tests which measure levels of liver enzymes such as ALT and AST. Liver function tests typically involve measuring levels of specific enzymes and substances in the blood that indicate liver health.

30. C — Have the patient sit and lean forward slightly, pinching the soft part of the nose to help slow the bleeding.

Answer: Have the patient sit and lean forward slightly, pinching the soft part of the nose to help slow the bleeding. Leaning forward prevents swallowing blood, and pinching the nose helps apply pressure to the bleeding vessels. Tilting the head back or applying pressure to the nose bridge are not recommended techniques for stopping a nosebleed.



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