



RMA Medical Assistant Prep

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1. Which type of insurance plan often includes coverage for routine dental services without an additional premium?

- A. Dental PPO
- B. Dental Indemnity
- C. Discount Dental Plan
- D. Dental HMO

2. A medical assistant notices signs of child abuse in a young patient during a routine visit. Who is the medical assistant legally required to report this information to?

- A. The local health department
- B. The office manager
- C. Child Protective Services
- D. The physician

3. You notice a medical assistant removing medication from a supply cabinet without proper authorization or documentation. What should you do?

- A. Take a video of the incident as evidence and share it on social media.
- B. Report the incident to your supervisor or manager immediately; this is a potential violation of medical law and ethics.
- C. Confront the medical assistant and ask them to return the medication.
- D. Ignore the situation; it might be a misunderstanding.

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4. A type of document that provides a detailed outline of a patient's health history, including diagnoses, treatments, and medications, is called:

- A. A consent form
- B. A medical record
- C. An appointment schedule
- D. A financial report



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5. To which entity is a medical assistant mandated by law to report any suspected case of child abuse?

- A. Child Protective Services
- B. The office manager
- C. The police
- D. The child's lawyer responsible for their case

6. A legal document that designates another individual to make medical decisions on a patient's behalf if they are unable to do so is called a:

- A. Informed consent
- B. Autonomy
- C. Healthcare proxy
- D. Living will

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7. Which of the following tasks is within the scope of practice for a Medical Assistant?

- A. Assisting with patient education
- B. Diagnosing medical conditions
- C. Prescribing medications
- D. Performing invasive surgical procedures

8. What is the difference between prophylactic treatment and symptomatic treatment?

- A. Symptomatic treatment is always administered before any symptoms appear.
- B. Prophylactic treatments are only effective after a disease has been diagnosed.
- C. Symptomatic treatment cures the disease, while prophylactic treatment only reduces symptoms.
- D. Prophylactic treatment aims to prevent a disease, while symptomatic treatment alleviates symptoms without treating the underlying cause.

9. How can stress impact the effectiveness of a patient's treatment?

- A. Stress can lead the patient to be non-compliant with medical advice.
- B. Stress can make the patient distrustful of the treatment, leading to poor outcomes.
- C. Stress can lead to physiological changes like increased blood pressure, which can complicate treatment effectiveness.
- D. Stress can cause the patient to argue with the medical assistant, making treatment difficult.



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10. A new medical assistant is concerned about assisting a patient who is hard of hearing. What advice is best to give the new medical assistant?

- A. Ask the patient to call someone else to come to the appointment with them; it is important to make sure that this patient is taken care of
- B. Ask the patient if they can reschedule their appointment for a time when someone else can be there to assist them
- C. Speak a little louder to ensure that the patient can hear you as you direct them
- D. Use written notes or visual aids to communicate important information to the patient

11. Which of the following actions by a medical assistant would most likely facilitate effective communication with a patient?

- A. Interrupting the patient to provide quick answers
- B. Using complex medical jargon
- C. Showing impatience during the conversation
- D. Actively listening to the patient

12. Which of the following roles is considered a part of the allied health professions?

- A. Pharmacist
- B. Radiologic Technologist
- C. Surgeon
- D. Dentist

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13. All of the following are effective communication techniques for a medical assistant when dealing with patients, except for:

- A. Active listening
- B. Empathy
- C. Maintaining eye contact
- D. Using medical jargon



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14. Which of the following statements is true about Patient-Centered Medical Homes (PCMHs)?

- A. PCMHs increase healthcare costs by encouraging excessive testing and procedures.
- B. PCMHs override physician-patient relationships by implementing rigid care protocols.
- C. PCMHs operate independently without requiring coordination among care providers.
- D. PCMHs are primary care practices that aim to improve quality, cost, and patient experience by coordinating care within the healthcare system.

15. A pediatric patient presents with a cast on their left leg, prohibiting the use of a standard size blood pressure cuff on that limb. How should the healthcare provider measure the patient's blood pressure?

- A. Use a regular-sized cuff on the wrist of the left arm with the center of the bladder over the radial artery. Document this method.
- B. Use an appropriate-sized cuff on the patient's right arm and measure blood pressure as normal. Document this method.
- C. Use a thigh cuff on the right leg and document this method.
- D. Do not take the blood pressure and inform the provider.

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16. While assisting with a blood draw, you notice your patient suddenly develops a rash and begins to have difficulty breathing. What type of reaction is the patient most likely having?

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

17. A patient is caring for her elderly father who has Alzheimer's disease and mentions that she's feeling overwhelmed and needs a break from her caregiving duties to attend to her own health needs. What type of community resource would be beneficial for this patient?

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



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18. What is the best approach for communicating with a patient who is deaf or hard of hearing?

- A. Ask the patient their preferred method of communication
- B. Ensure good lighting to enable lip-reading if the patient relies on it
- C. All of these
- D. Use visual aids and written materials to help convey information

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19. What is the Medical Assistant's role in a team-based approach to assisting a patient with chronic disease management?

- A. Coordinate follow-up appointments and medication refills.
- B. Facilitate communication between the patient and healthcare team.
- C. All of these
- D. Provide patient education on managing chronic disease.

20. What are the essential steps to prepare the exam room for a male patient scheduled for a complete physical check-up?

- A. Ask the patient to undress first and then arrange the supplies.
- B. Ensure ready access to a gown, drape, and all necessary examination supplies before the patient arrives.
- C. Wait until the physician instructs on what is needed.
- D. Bring the patient in and then gather the required supplies.

21. When checking for the components of a complete blood count (CBC), which of the following is NOT included?

- A. Blood glucose level
- B. Hemoglobin
- C. White blood cell count
- D. Platelet count

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22. The physician has asked you to review a patient's past medication history for a diagnosis of hypertension. Where would you locate this information in a problem-oriented medical record?

- A. Medication history
- B. Treatment plan
- C. Current medication list
- D. Problem list

23. A 68-year-old male patient requires an electrocardiogram (ECG) because he is experiencing chest pain and shortness of breath. How can you best assist the physician with this procedure?

- A. Set out the ECG machine. Let the physician attach the electrodes. Stand in the corner of the room until the physician needs you.
- B. Assemble needed supplies for the physician. Instruct the patient on how to place the electrodes. Answer any questions he may have. Let the physician perform the ECG alone.
- C. Instruct the patient on how to position himself on the exam table. Ensure the skin is clean for electrode placement. Hand the physician items as needed during the procedure.
- D. Hand the patient a gown. Let the physician gather the supplies he needs. Inform the patient that the physician will answer any questions he has.

24. A patient has been prescribed a new medication but left the clinic before you could provide the necessary instructions. What is the best way to ensure the patient receives this important information?

- A. Leave the instructions at the front desk for the patient to pick up.
- B. Call the patient to provide the medication instructions, and send any additional materials and reminders in the mail.
- C. Ask the patient to return to the clinic to receive the instructions in person.
- D. Email the medication instructions to the patient without contacting them by phone.

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25. A patient arrives at the clinic with a large, deep cut on his right palm that is bleeding heavily. He is sweating profusely and appears to be in pain. You have donned gloves and introduced yourself to the patient. What should you do next?

- A. Apply gauze and an ice pack to the wound. The ice will help constrict blood vessels and slow the bleeding.
- B. Prepare the AED as the patient looks like he might faint.
- C. Place gauze over the wound and apply firm, steady pressure to help control the bleeding.
- D. Raise the arm above the level of the heart to reduce the bleeding.

26. Which of the following is not a non-clinical resource that can support elderly patients with chronic diseases?

- A. financial counseling
- B. physical therapy
- C. emotional support groups
- D. home safety assessments

27. Which part of the patient discharge process assesses a patient's ability to understand home care instructions?

- A. Documenting discharge summary
- B. Planning follow-up care
- C. Providing prescriptions
- D. Assessing comprehension

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28. Which of the following actions is essential for effectively stopping the transmission of pathogens in a healthcare setting?

- A. Proper hand hygiene practices
- B. Isolating every patient
- C. Using antibiotics indiscriminately
- D. Wearing gloves without washing hands

29. The diagnosis of hypertension is often confirmed by:

- A. blood pressure measurements over time
- B. kidney ultrasound
- C. urine protein analysis
- D. electrocardiogram (ECG)



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30. The trachea, also known as the windpipe, is located in the neck and upper chest, between these structures:

- A. Larynx and bronchi
- B. Pharynx and esophagus
- C. Larynx and esophagus
- D. Bronchi and alveoli



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Answer Key & Explanations

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1. D — Dental HMO

Answer: Dental HMO Dental HMO plans typically include coverage for routine dental services such as cleanings and exams without requiring an additional premium. These plans usually require members to use a network of dentists and have lower out-of-pocket costs compared to other types of dental plans. Dental PPO, Indemnity, and Discount Dental Plans often involve higher premiums and require members to pay more out-of-pocket for routine dental services.

2. C — Child Protective Services

Answer: Child Protective Services If a medical assistant suspects or notices signs of child abuse, they are legally required to report this immediately to Child Protective Services (CPS). It is critical to protect the child, and CPS has the authority and responsibility to investigate and ensure the safety of the child. The physician should be informed, but the primary and legal reporting duty is to CPS. The local health department does not handle child abuse cases; their jurisdiction usually involves controlling and reporting infectious diseases and public health concerns. The office manager is not the appropriate authority to handle urgent and sensitive child abuse cases, and there are no legal requirements to inform them.

3. B — Report the incident to your supervisor or manager immediately; this is a potential violation of medical law and ethics.

Answer: Report the incident to your supervisor or manager immediately; this is a potential violation of medical law and ethics. Unauthorized removal of medication is a serious concern that needs to be addressed through proper channels. Reporting the incident ensures that it is handled correctly and prevents potential harm to patients. Never confront the individual directly as this can lead to conflicts and possibly escalate the situation. Ignoring the situation can perpetuate illegal activity and compromise patient safety. Sharing evidence on social media is unethical and can lead to legal ramifications. Proper protocol must be followed to maintain professional and ethical standards.

4. B — A medical record

Answer: A medical record A medical record is a comprehensive document containing a person's health history, diagnoses, treatment plans, and medications. It is essential for ongoing care and provides healthcare professionals with vital information during consultations. An appointment schedule lists the times and dates of patient appointments. It does not include detailed medical histories. A financial report is related to the financial transactions of a healthcare facility, such as billings and expenses, and is not related to patient health details. A consent form is a document that patients sign to agree to a specific medical procedure or treatment but does not contain a health history.

5. A — Child Protective Services

Answer: Child Protective Services Mandatory reporting laws require a medical assistant to report any suspected case of child abuse to Child Protective Services (CPS). Although the medical assistant should inform the office manager and provider with the information about the suspected abuse, they are not mandated by law to inform them. It is not mandated by law for the medical assistant to inform the police



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unless it is specified by local laws, nor to inform the child's lawyer.

6. C — Healthcare proxy

Answer: Healthcare proxy A healthcare proxy is a legal document that designates another individual to make medical decisions on a patient's behalf if they are unable to do so. A living will outlines a patient's wishes about medical treatment in circumstances where they are unable to make decisions for themselves, but it does not designate another person to make those decisions. Informed consent refers to the process of getting permission before conducting a healthcare intervention on a person. Autonomy refers to the patient's right to make decisions for themselves.

7. A — Assisting with patient education

Medical Assistants (MAs) are trained to assist with patient education, which includes explaining procedures, providing information on medications, and supporting patients in understanding their health conditions. MAs do not diagnose medical conditions, prescribe medications, or perform invasive surgical procedures. These tasks are beyond their scope of practice.

8. D — Prophylactic treatment aims to prevent a disease, while symptomatic treatment alleviates symptoms without treating the underlying cause.

Answer: Prophylactic treatment aims to prevent a disease, while symptomatic treatment alleviates symptoms without treating the underlying cause. Prophylactic treatments are preventive measures taken to avoid the onset of a disease. Symptomatic treatments focus on reducing or relieving the symptoms of a disease, but do not address the root cause of the condition.

9. C — Stress can lead to physiological changes like increased blood pressure, which can complicate treatment effectiveness.

Stress can cause physiological changes in the body, such as increased blood pressure and heart rate, which can complicate the patient's treatment. It is important for medical assistants to help mitigate stress through compassionate communication to enhance treatment effectiveness.

10. D — Use written notes or visual aids to communicate important information to the patient

Answer: Use written notes or visual aids to communicate important information to the patient. Using written notes or visual aids can effectively bridge the communication gap for hard of hearing patients as they rely heavily on visual cues. It is not appropriate to ask the patient to call someone to come to the medical office to assist them. It is best practice for the medical assistant to assist the patient using appropriate methods. Asking the patient to reschedule their appointment is not a viable solution. The medical assistant should be trained to use alternative communication methods. Speaking louder might still not help as the patient is hard of hearing. Visual aids would be more effective.

11. D — Actively listening to the patient

Answer: Actively listening to the patient Actively listening to the patient involves giving them your full attention, which helps to build trust and rapport. This is essential for effective communication. Interrupting the patient can make them feel undervalued and hinder communication. Using medical jargon can confuse the patient and create a barrier to understanding. Showing impatience can discourage the patient from sharing important information.

12. B — Radiologic Technologist

Answer: Radiologic Technologist Allied health professionals encompass a broad range of roles that provide diagnostic, technical, therapeutic, and support services in the healthcare system.



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13. D — Using medical jargon

Answer: Using medical jargon Using medical jargon can confuse patients and leave them feeling anxious or uninformed. Active listening, empathy, and maintaining eye contact are all recommended techniques for ensuring patients feel understood and cared for.

14. D — PCMHs are primary care practices that aim to improve quality, cost, and patient experience by coordinating care within the healthcare system.

PCMHs (Patient-Centered Medical Homes) focus on improving the quality, cost, and patient experience in primary care settings. They achieve this by coordinating care within the healthcare system, ensuring patients receive comprehensive and continuous care.

15. B — Use an appropriate-sized cuff on the patient's right arm and measure blood pressure as normal. Document this method.

Answer: Use an appropriate-sized cuff on the patient's right arm and measure blood pressure as normal. Document this method. In situations where a limb is not available due to a cast or other immobilizing device, it is acceptable to use an appropriate-sized cuff on another limb. For this pediatric patient, using the right arm with the correct-sized cuff is appropriate. Be sure to document the method as different measurement locations can yield differing blood pressure readings.

16. A — Anaphylactic reaction

Answer: Anaphylactic reaction An anaphylactic reaction typically occurs suddenly and can include serious symptoms such as difficulty breathing, rash, and swelling. This type of reaction requires immediate medical attention.

17. C — Adult daycare or respite services

Answer: Adult daycare or respite services Adult daycare and respite services provide care and activities for adults who are reliant on others for their care, such as elderly individuals with Alzheimer's disease. Caregivers can take a break while their ward is safely cared for, which provides a needed respite for the caregiver as well as social interaction for the ward. Support groups are a useful resource for caregivers but do not provide the caregiver with time free of caregiving. Meal delivery services and home health care may be helpful, but do not provide personal time away from the ward for the caregiver.

18. C — All of these

Answer: All of these Patients who are deaf or hard of hearing require specific strategies to ensure effective communication. Using visual aids and written materials can help in conveying information. Always ask the patient about their preferred method of communication and ensure good lighting for lip-reading if applicable. These combined approaches will help in overcoming the barrier of hearing loss.

19. C — All of these

The correct answer is 'All of these'. The Medical Assistant plays a crucial role in chronic disease management by providing patient education, coordinating follow-up appointments and medication refills, and facilitating communication between the patient and the healthcare team. This helps ensure the patient receives comprehensive, coordinated care.

20. B — Ensure ready access to a gown, drape, and all necessary examination supplies before the patient arrives.

Answer: Ensure ready access to a gown, drape, and all necessary examination supplies before the patient arrives. Gathering and laying out all necessary examination supplies in advance ensures that the exam



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process is smooth and efficient once the patient is roomed.

21. A — Blood glucose level

Answer: Blood glucose level A complete blood count (CBC) includes measurements such as hemoglobin, white blood cell count, and platelet count. Blood glucose level is not a part of the CBC; it is measured separately with different tests.

22. D — Problem list

Answer: Problem list The problem list includes a patient's past and present medical and psychological diagnoses, including conditions like hypertension. The medication history is a part of the patient database but focuses on the medications taken, rather than the diagnosed conditions. The treatment plan outlines recommendations for managing a diagnosis, rather than listing diagnoses themselves. The current medication list includes medications a patient is currently taking, not past diagnoses.

23. C — Instruct the patient on how to position himself on the exam table. Ensure the skin is clean for electrode placement. Hand the physician items as needed during the procedure.

Answer: Instruct the patient on how to position himself on the exam table. Ensure the skin is clean for electrode placement. Hand the physician items as needed during the procedure. Patient procedures should run as smoothly as possible. The Medical Assistant should gather necessary supplies, properly position the patient, and answer any relevant questions the patient may have. The Medical Assistant should be present during the procedure to assist unless otherwise instructed by the physician.

24. B — Call the patient to provide the medication instructions, and send any additional materials and reminders in the mail.

Answer: Call the patient to provide the medication instructions, and send any additional materials and reminders in the mail. It is important to communicate directly with the patient to ensure they understand the new medication instructions and to answer any potential questions they may have. Sending additional materials and reminders in the mail helps to reinforce the information and ensures the patient has all the necessary details. While asking the patient to return to the clinic ensures face-to-face communication, it may be inconvenient for the patient and is often unnecessary for instruction purposes. Simply emailing the instructions might not be sufficient if the patient doesn't check their email regularly or if they have questions that need immediate answers. Leaving instructions at the front desk is unreliable as the patient might not come back to pick them up or understand the instructions without verbal guidance.

25. C — Place gauze over the wound and apply firm, steady pressure to help control the bleeding.

Answer: Place gauze over the wound and apply firm, steady pressure to help control the bleeding. Applying direct pressure to a bleeding wound is the most effective way to slow down or stop the bleeding and aid in clot formation. If gauze is unavailable, use your gloved hand to apply direct pressure until gauze or other materials become available.

26. B — physical therapy

Answer: physical therapy Physical therapy involves clinical care and treatment for elderly patients, often aiding in rehabilitation and physical maintenance. Non-clinical resources are supportive services that do not involve direct medical care. Emotional support groups provide mental health support, home safety assessments help identify and mitigate risk factors in an elderly patient's home environment, and financial counseling assists with managing expenses and financial planning.



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27. D — Assessing comprehension

Assessing comprehension is crucial in the patient discharge process. It determines if the patient understands and retains important information regarding their home care instructions. This assessment helps ensure that the patient is equipped to manage their care post-discharge. Documenting discharge summary involves recording the elements of the discharge plan. Planning follow-up care involves scheduling future medical appointments. Providing prescriptions ensures the patient has the necessary medications.

28. A — Proper hand hygiene practices

Proper hand hygiene practices break the chain of infection by removing pathogens from the hands and preventing their transmission to other individuals or surfaces. Hand hygiene is one of the most effective measures to prevent the spread of infections.

29. A — blood pressure measurements over time

Answer: blood pressure measurements over time Blood pressure measurements are often the primary diagnostic tool used to confirm hypertension, particularly if readings are consistently high over multiple visits.

30. A — Larynx and bronchi

Answer: Larynx and bronchi The trachea is a tubular structure that extends from the larynx (voice box) to the bronchi (the two large tubes that lead to the lungs). It provides a clear airway for air to enter and exit the lungs.



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