Health Care Administration

1) Which one of the following represents a behavior that is intended to protect oneself from a perceived threat?
   a. defensive
   b. offensive
   c. ethnic
   d. anxiety

   **Competency:** Managing office procedures

2) Confidentiality is a major concern when:
   a. faxing documents to a patient
   b. e-mailing documents to a patient
   c. leaving a message on a patient's answering machine
   d. talking to other patients concerning the patient in question

   **Competency:** Managing office procedures

3) A bruise also is known as a/an:
   a. cardio version
   b. contusion
   c. occlusion
   d. cauterization

   **Competency:** Medical terminology

4) Which definition best describes a thoracotomy?
   a. incision through the chest wall
   b. pertaining to the location of the thorus
   c. delineation of deep structures behind the chest wall
   d. examination of the chest wall

   **Competency:** Medical terminology
5) Patient education is critical to prevent the onset of a repeat of illness. What is essential to assess before beginning patient education?
   a. time available for teaching
   b. caregiver's expectations
   c. readiness to learn
   d. ability to integrate medication with newly learned strategies

   **Competency:** Communication skills

6) The Centers for Disease Control and Prevention is the principal agency concerned with the health and safety of people throughout the:
   a. world
   b. United States
   c. Southwest region
   d. Northwest region

   **Competency:** Managing financial functions

7) What is the name of a service that may be employed by a medical practice to prepare and send all monthly statements and to place collection calls when needed?
   a. billing service
   b. collection agency
   c. service agency
   d. clearinghouse

   **Competency:** Health insurance

8) The government requires businesses to report incomes on a regular basis. What is the required form to be sued in this reporting process?
   a. wage and tax statement form
   b. wage and taxable account form
   c. employee withholding form
   d. employer quarterly tax reporting form

   **Competency:** Records management
9) Which one of the following statements regarding interviewing a patient is correct?
   a. Restate the patient's comments to be sure the information recorded is accurate.
   b. Let the patient know you have limited time for the interview and must get through all the questions.
   c. Interrupt the patient as needed to be sure you have the correct information.
   d. Ask yes and no answer questions to be sure information provided is correct.

   **Competency:** Medical history

10) Moving your fingers across the screen, instead of using a mouse is known as which one of the following technologies?
   a. sensitive screen
   b. flash screen
   c. mobile screen
   d. touch screen

   **Competency:** Technology

**ANSWER KEY**

1. A
2. C
3. B
4. A
5. C
6. A
7. D
8. B
9. A
10. D