

Health Care Administration

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

Competency: Managing office procedures

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

Competency: Managing office procedures

- 3) A bruise also is known as a/an:
- cardio version
 - contusion
 - occlusion
 - cauterization

Competency: Medical terminology

- 4) Which definition best describes a thoracotomy?
- incision through the chest wall
 - pertaining to the location of the thorus
 - delineation of deep structures behind the chest wall
 - 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?
- time available for teaching
 - caregiver's expectations
 - readiness to learn
 - 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:
- world
 - United States
 - Southwest region
 - 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?
- billing service
 - collection agency
 - service agency
 - clearinghouse

Competency: Health insurance

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