

NHA® CCMA - Quiz Questions with Answers

1. Foundational Knowledge and Basic Science

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1.

Primary care physicians work in all the following areas of medicine, except:

General surgery

Pediatrics

Preventive care

Family medicine

Correct answer: General surgery

Primary care physicians treat patients for routine care and general complaints. Preventive care focuses on keeping patients healthy before they encounter any symptoms. Pediatrics provides routine care for infants and children. Family medicine offers routine care for both adults and children.

General surgery treats a specific complaint and is considered a specialty. These procedures are normally performed by a general surgeon.

2.

Which of the following is not typically a benefit of joining a professional medical assistant organization?

Discounts on personal medical care

Access to industry-specific publications

Continuing education opportunities

Legislative advocacy

Correct answer: Discounts on personal medical care

Professional organizations for medical assistants can offer many benefits for professional growth and guidance, such as peer support, opportunities for continuing education, legislative advocacy, and access to industry-specific publications. These organizations do not typically provide discounts on personal medical care.

3.

Which of the following best describes the work of an internist?

Providing comprehensive care, often for patients with chronic illnesses

Performing general surgery

Interning in a medical facility before completing their medical degree

Offering general care to patients of every age

Correct answer: Providing comprehensive care, often for patients with chronic illnesses

Internists perform internal medicine. They offer comprehensive care, and often work with patients who have chronic, long-term health issues.

Surgeons perform general surgery. An internist is a licensed doctor, not a medical student. Primary care providers (PCPS) often practice family medicine, providing general care to patients of every age.

4.

What is the best description of allied health professionals?

Trained healthcare providers who must act under the supervision of a licensed medical practitioner

Alternative treatment providers, such as acupuncturists

Anyone who works in a medical facility, including receptionists and others without medical training

Healthcare professionals who work as part of a team, collaborating closely with clinicians who have different specialties

Correct answer: Trained healthcare providers who must act under the supervision of a licensed medical practitioner

An allied health professional has some specialized medical training but must act under the supervision of a doctor or other licensed expert. Outside of this, the definition of the term "allied health professional" can vary widely. Some examples of allied health professionals include art therapists, dental assistants, dietitians, and massage therapists.

Alternative treatment providers have some specialized training, and they may or may not be required to practice under supervision. Other employees in a healthcare facility, like receptionists, are not considered allied health professionals. A person's credentials or licensure status is not determined by the status of their colleagues.

5.

Which of the following must a CCMA do to maintain their credentials?

Recertify every two years either by completing 10 CEUs or passing an exam

Recertify every three years either by passing an exam or participating in other activities

Recertify every year

Recertify every five years by either passing an exam or earning 60 continuing education points in designated subjects

Correct answer: Recertify every two years either by completing 10 CEUs or passing an exam

Clinical medical assistants (CCMAs) are certified through the National Healthcareer Association (NHA). To retain their credentials, CCMAs must recertify every two years either by completing 10 CEUs or passing an exam.

Registered medical assistants (RMAs) must recertify every three years either by passing an exam or participating in other activities. NCMAs must recertify every year. CMAs must recertify every five years by either passing an exam or earning 60 continuing education points in designated subject areas.

6.

What is the role of a physician assistant in a medical office?

To provide diagnostic, therapeutic, and preventive healthcare services

To perform administrative duties

To act as an aide to the doctor, taking notes and performing occasional diagnostic tests

To perform physical examinations only

Correct answer: To provide diagnostic, therapeutic, and preventive healthcare services

Physician assistants are licensed medical providers who may diagnose, prescribe therapies and medications, and offer preventive healthcare services under the supervision of an overseeing physician.

7.

Which of the following is a reason to expect job growth for Medical Assistants?

Aging baby boomers spurring the demand for preventive and ambulatory care

An increase in the United States birth rate

Rising injury and illness rates of young adults

Better awareness in the general population of preventive care

Correct answer: Aging baby boomers spurring the demand for preventive and ambulatory care

As baby boomers age, we can expect a steady increase in the health needs of elderly patients. This trend is spurring demand for preventive health care services from physician offices and clinics. The United States Bureau of Labor Statistics projects Medical Assistant jobs to grow to meet the demand of this aging population.

As the birth rate fluctuates, it may or may not affect the need for Medical Assistants in the future. There is no strong evidence to suggest rising injury and illness rates among young adults, or that the general population has a growing awareness of preventive care.

8.

Which option falls within a medical assistant's (MA's) scope of practice?

Phlebotomy

Triage

Submitting refill requests

Recommending over-the-counter drugs

Correct answer: Phlebotomy

Phlebotomy, or blood drawing, is within an MA's scope of practice.

Medical assistants may not perform triage, submit refill requests without the express instruction of the doctor, or recommend over-the-counter drugs to patients.

9.

A patient is seeing the new Doctor of Osteopathy (D.O.) in your clinic and asks you the difference between a D.O. and a medical doctor (M.D.). Which of the following is the best response?

A D.O. receives similar training as an allopathic medical doctor. However, their training also includes a focus on holistic and preventive medicine and overall wellness.

An M.D. receives more training than a D.O.

D.O.s are chiropractors with additional medical training.

D.O.s are M.D.s that take additional training in holistic medicine.

Correct answer: A D.O. receives similar training as an allopathic medical doctor; however, their training also includes a focus on holistic and preventive medicine and overall wellness.

They earn the D.O. designation upon graduation, instead of the M.D. designation.

10.

Which of the following is the best description of a medical residency?

Training in a medical specialty for a physician who has completed medical school

A certificate program for a physician to obtain board certification

The first year of medical school

Specialized training for any newly certified or licensed medical professional, such as a doctor or a medical assistant

Correct answer: Training in a medical specialty for a physician who has completed medical school

Medical residency is intensive post-graduate training for medical students, which is hospital-based. It can last from 1 to 7 years depending on the specialty chosen.

11.

You have just begun working in pediatrics and are unclear whether some clinical duties assigned to you are within a medical assistant's scope of practice. What should you do?

Refer to your supervising physician for guidance on established policies in your office.

Observe your MA coworkers to see what clinical tasks they are performing.

Contact your medical assistant credentialing board for guidance.

Refer to federal laws regarding medical assistants in your state.

Correct answer: Refer to your supervising physician for guidance on established policies in your office.

Healthcare employers have established policies and expectations for members of their staff, including medical assistants. When in doubt, ask your employer to review the policies and expectations to clarify anything you don't understand.

It's better to ask questions than make assumptions, even if your assumptions come from observing your MA coworkers. There is no need to contact the credentialing board yet since many areas allow MAs to work within a scope of practice determined by their employer (to some degree). Different states follow different standards regarding the MA scope of practice, and some aspects are not regulated at the federal level.

12.

For an MA, what is an acceptable reason to answer a personal phone during a shift at work?

You set the ringer to only go off for certain contacts, and you receive two unexpected calls in a row from your child's elementary school.

You're waiting for your boyfriend to tell you he was accepted to law school.

You forget to turn the ringer off and get a call from an unknown number.

You accidentally answer the phone and think it would be rude to hang up without saying anything.

Correct answer: You set the ringer to go off for certain contacts, and you receive two unexpected calls in a row from your child's elementary school.

Even within the boundaries of professionalism, it is sometimes appropriate to answer the phone while at work. Only do this in emergencies, and never in front of a patient.

13.

What is an example of ambulatory care?

The patient comes to the care facility instead of receiving care at home or in the hospital.

The care provider comes to the patient either at home or in the hospital.

Care is only available in a multispecialty clinic.

Care is given to a patient on an inpatient basis in a hospital.

Correct answer: The patient comes to the care facility instead of receiving treatment at home or in the hospital.

Ambulatory (walking/moving) care means the patient comes to the care facility, versus the physician visiting the patient at home.

14.

An elderly patient says the pharmacy won't fill her prescription because it's not on their formulary. However, the pharmacy didn't explain what a formulary is. What should you tell the patient?

A formulary is a list of approved drugs that her insurance company will pay for, with some exceptions.

A formulary is a suggested list of generic medications that her insurance will cover.

A formulary offers a list of insurance-approved medications with no exceptions.

She should call the pharmacy and speak to them directly to get more information.

Correct answer: A formulary is a list of approved drugs that her insurance company will pay for, with some exceptions.

A formulary is a list of approved brand-name and generic medications that an insurance company will cover. There are sometimes exceptions to the formulary depending on the patient's pharmaceutical history and physician preference.

15.

A patient asks the physician for a prescription for massage therapy to treat back pain, which she will use in conjunction with her prescribed muscle relaxers. In this case, what is massage therapy considered?

Complementary medicine

Standard medical treatment

Unnecessary

Patient-driven treatment

Correct answer: Complementary medicine

Complementary medicine is a treatment or practice used in conjunction with standard medical treatment. A massage therapist would most likely work under the direction of the doctor, acting as an allied health professional.

16.

Which option best defines the scope of practice for medical assistants (MAs)?

Guidelines established by law or by practice norms, depending on the state in which the M.A. provides care

Federal guidelines established by law

The skills and duties assigned to the MA by the overseeing physician

The complete list of services provided by a given healthcare facility

Correct answer: Guidelines established by law or by practice norms, depending on the state in which the MA provides care

A medical assistant's scope of practice is determined by law in some states. In states without set laws, it is determined by practice norms.

These guidelines vary from state to state, instead of being consistent at the federal level. They are not determined by individual physicians. An MA's scope of practice is not identical to the complete list of services provided by a healthcare facility.

17.

A physician asks you to teach a patient how to take their blood pressure using a home monitor. What type of task is this?

Patient education

Patient navigation

Health coaching

Patient advocacy

Correct answer: Patient education

A medical assistant may educate patients about ways to manage their health, disease, or condition as directed by an overseeing physician.

Patient navigation involves removing obstacles to make patient care more accessible. Health coaching helps patients identify their health goals and understand their treatment options. Patient advocacy involves acting as a voice for patients who may or may not understand aspects of the healthcare system.

18.

Which of the following is true of medical assistants (MAs)?

MAs are the only allied health professionals specifically trained to work in ambulatory care.

MAs are exclusively trained to work in emergency medicine.

MAs are able to diagnose patients under the direct supervision of a physician.

MAs are valuable bedside care providers.

Correct answer: MAs are the only allied health professionals specifically trained to work in ambulatory care.

Medical assistant education prepares an MA specifically to work in ambulatory care. However, MAs may branch into other areas of medicine after completing their training.

MAs typically do not provide bedside care. Diagnosis is outside their scope of practice.

19.

Which of the following statements is true of ACOs?

ACOs provide quality care and value to Medicare patients.

ACOs provide care for Medicaid patients.

Physicians, hospitals, and other healthcare providers are required by law to participate in ACOs.

ACOs provide incentives for public health, fighting issues like addiction and childhood obesity.

Correct answer: ACOs provide quality care and value to Medicare patients.

ACOs (Accountable Care Organizations) are groups of physicians, hospitals, and other providers that give coordinated care to Medicare—not Medicaid—patients. These groups hold members accountable for providing high-quality care.

Membership in ACOs is voluntary, not required. There is a trend in modern healthcare to incentivize public health, including dietary practices and addiction recovery. However, these efforts aren't directly related to ACOs.

20.

You're unsure whether you want to sit for a credentialing exam upon graduation from your MA program. Your instructor explains the benefits of earning a credential. Which of the following is not a benefit of becoming credentialed?

Credentialing expands the medical assistant standard of care.

Some potential employers look more favorably on medical assistants with a credential.

Earning a credential indicates that you have the necessary knowledge to perform your duties.

Your credentialing organization may offer certain support and benefits.

Correct answer: Credentialing expands the medical assistant standard of care.

Earning a credential demonstrates competency in the medical assistant standard of care. It does not change the standard of care.

Some potential employers do look more favorably on MAs with credentials, partly because earning a credential indicates a high level of knowledge and expertise. Your credentialing organization may also provide certain types of support for its members, such as opportunities for continuing education.

21.

Which of the following is a component of the PCMH healthcare delivery model?

Meeting with the patient's family

Accumulating financial incentives for providing services

Conducting all meetings in person, often visiting the patient in their home

Working with all patients to meet the same predetermined benchmarks

Correct answer: Financial incentives for providing services

Patient-Centered Medical Home (PCMH) is a model of healthcare delivery. This holistic approach focuses on improving every aspect of the patient's life. Healthcare providers may meet with the patient's family to provide comprehensive, patient-centered care.

PCMH does not offer financial incentives. Practitioners may sometimes provide telehealth appointments to make treatment more accessible. Patient-centered care focuses on what each individual patient needs, not on standardized benchmarks or treatment goals.

22.

Which statement is true about professional attire for medical assistants (MAs)?

In most jobs, medical assistants are required to wear scrubs and nametags.

Medical assistants can dress in any professional, comfortable attire.

Medical assistants are legally required to wear scrubs.

Most ambulatory healthcare facilities require business attire, and most hospitals require scrubs.

Correct answer: In most jobs, medical assistants are required to wear scrubs and nametags.

Most, if not all, healthcare facilities have clear guidelines about the dress code for employees. Most ambulatory facilities require MAs to wear scrubs and nametags that include a photo. Some require professional attire instead, such as a blazer, collared shirt, and slacks.

Medical assistants should wear comfortable, professional attire as long as it conforms to the dress code of their specific employer. There are no laws governing the exact dress code for MAs.

23.

All of the following are common types of complementary medicine, except:

Anesthesiology

Chiropractic care

Meditation

Ayurvedic medicine

Correct answer: Anesthesiology

Anesthesiology is a branch of allopathic (traditional, Western) medical care. While an anesthesiology assistant (AA) is an allied health professional, this type of treatment is not considered complementary.

Chiropractic care, meditation, and Ayurvedic medicine are all examples of complementary or alternative care, along with massage therapy, yoga, homeopathy, naturopathy, and acupuncture.

24.

A patient becomes angry because you did not take their blood pressure correctly. What is the most professional way to respond?

By displaying tact, compassion, and honesty

By describing your credentials to the patient

By immediately leaving the room to find a supervising physician

By asking the patient to leave

Correct answer: By displaying tact, compassion, and honesty

Medical assistants must remain calm and act professionally in any situation. How a medical assistant reacts and responds to situations is a reflection of the clinic and the provider. Patients often perceive the quality of their care based on how they are treated. Professionalism includes these qualities, among others:

- *Courtesy*
 - *Respect*
 - *Empathy*
 - *Compassion*
 - *Tact*
 - *Diplomacy*
 - *Respect for diversity*
 - *Honesty*
 - *Dependability*
-

25.

Which of the following is considered an allied health professional?

Kinesiotherapist

Chiropractor

Nurse practitioner

Hospitalist

Correct answer: Kinesiotherapist

Allied health professionals are healthcare professionals who cannot independently diagnose patients and often work under the direction of a doctor. Kinesiotherapists are allied health professionals who specialize in kinesiology, which is the study of movement. They rehabilitate clients to help them improve their function and movement patterns.

Chiropractors (DCs), nurse practitioners (NPs), and hospitalists are all medical professionals who do not need supervision from another doctor.

26.

What is the difference between palliative treatment and curative treatment?

Curative treatment cures a disease, while palliative care only reduces the effects of a disease.

Palliative treats the patient holistically, while curative treatment responds to specific symptoms.

Curative treatment is also called symptomatic treatment, whereas palliative treatment only refers to end-of-life care.

Curative treatment lessens the severity of a disease but does not cure it, while palliative treatment seeks to cure the disease.

Correct answer: Curative treatment cures a disease, while palliative care only reduces the effects of a disease.

Curative treatments are effective in curing some diseases. Palliative treatment, also called symptomatic treatment, seeks to reduce the effects of a disease but will not cure it.

Palliative care may or may not be part of end-of-life care.

27.

Fill in the blank: A medical assistant's (MA's) role in ambulatory care _____.

depends on the type of practice, geographic location, and needs of the supervising practitioner.

is clearly defined, requiring the same tasks and skills in every clinic.

is always a mixture of clinical and administrative tasks.

includes in-home patient care.

Correct answer: depends on the type of practice, geographic location, and needs of the supervising practitioner.

Because MAs are multi-skilled, there is no one-size-fits-all role. Each role will fall within the MA's scope of practice but will depend on the type of medical practice, where the practice is located, and the needs of the overseeing practitioner.

Ambulatory care does not include in-home patient care.

28.

Which of the following statements is true about medical assistants?

They are required to work under the direct supervision of a physician or other licensed healthcare provider.

In some states, MAs can work as independent healthcare practitioners.

Their work is governed by a standard scope of practice.

This profession is overseen by the Board of Nursing in every state.

Correct answer: They are required to work under the direct supervision of a physician or other licensed healthcare provider.

Medical assistants (MAs) are legally required to work under the supervision of a doctor or other licensed clinician. This is true in all areas of the US.

There isn't one set standard scope of practice for medical assistants across every state. If a state has no defined scope for MA practice, each MA is limited to the scope set by their employer. MAs are not independent providers and must work under the direct supervision of a licensed healthcare professional. This profession is not overseen by the Board of Nursing.

29.

Which of the following describes an electronic health record (EHR)?

They can be accessed by authorized clinicians from more than one healthcare facility.

They only can be created by staff within a single medical facility.

They are electronic versions of paper records.

They conform to state-wide interoperability standards.

Correct answer: They can be accessed by authorized clinicians from more than one healthcare facility.

An EHR includes information about an individual patient. It differs from an electronic medical record (EMR) in a few key ways.

EHRs record information about individual patients. They conform to national, not state-wide, interoperability standards. They can be created and managed by clinicians from multiple healthcare facilities.

EMRs record information about an individual's health. They are electronic versions of paper records and can only be accessed by clinicians in a single facility.

30.

What is one responsibility of a medical assistant working in a clinical role?

Performing laboratory tests permitted by the Clinic Laboratory Improvement Amendments (CLIA)

Performing any laboratory test the patient needs

Analyzing test results

Diagnosing a patient

Correct answer: Performing laboratory tests permitted by the Clinic Laboratory Improvement Amendments (CLIA)

Medical assistants may perform some lab tests permitted by CLIA, otherwise known as CLIA-waived tests.

A medical assistant's scope of practice does not allow them to perform other tests or analyze test results. Patient diagnosis is left to the medical provider and is not within the scope of a medical assistant.

31.

Which term refers to the development of policies that minimize a medical practice's risk of being sued?

Risk management

Legal policy

Liability insurance

Legal management

Correct answer: Risk management

Risk management is the development of policies within a medical office that reduce the risk of the practice being sued by a patient or disciplined by a regulatory agency. There are many components to effective risk management, including good record keeping, ensuring the safety of patients and staff, quality assurance, and infection control measures.

32.

Which of the following is another term for an allopathic doctor?

Doctor of Medicine

Doctor of Osteopathy

Doctor of Chiropractic

Primary care provider

Correct answer: Doctor of Medicine

Doctors of Medicine (M.D.s) are also known as allopathic physicians and are the most widely recognized type of physician.

Doctors of Osteopathy (D.O.s) receive the same training as M.D.s, plus additional training in holistic medicine. Doctors of Chiropractic (D.C.s) are trained in spinal health and biomechanics. Any of these, or other clinicians, can work as a primary care provider in a medical practice.

33.

What does an otolaryngologist address?

Treatment of the ears, nose, and throat

Speech pathologies

Reconstructive surgery

Causes of diseases

Correct answer: Treatment of the ears, nose, and throat

Otolaryngologists treat conditions related to the ears, nose, and throat.

Speech pathologists specialize in speech pathology. A plastic surgeon performs reconstructive surgery. Pathologists study the causes of diseases.

34.

Which of the following is a responsibility of a medical assistant?

Acting as a patient advocate

Creating patient care plans

Performing patient physical examinations

Following the scope of practice determined by the federal government

Correct answer: Acting as a patient advocate

Medical assistants (MAs) are trained to act as patient navigators, or advocates, to assist patients in working through the complicated healthcare system.

MAs do not create care plans or perform physical examinations. There are no federal guidelines for MAs. Each state decides the MA scope of practice.

35.

Which statement is true of patient navigators?

Medical assistants often act as patient navigators in their administrative duties.

Acting as a patient navigator requires formal training in addition to education as an MA.

Patient navigators normally report to care coordinators.

These allied health professionals normally work in hospitals, not ambulatory settings.

Correct answer: Medical assistants often act as patient navigators in their administrative duties.

The role of a patient navigator includes explaining medical and administrative concepts, supporting patients emotionally, and helping them make decisions about their care. Medical assistants often act as patient navigators as part of their administrative duties.

This role does not require formal training beyond an MA's other education. Patient navigators are often referred to as care coordinators. They are often employed in both ambulatory and hospital care settings.

36.

An MA uses a courteous, conscientious, and respectful approach to all interactions in the workplace. What is this principle?

Professionalism

Professional courtesy

Work ethic

Customer service

Correct answer: Professionalism

Conducting yourself professionally is crucial for all medical assistants. Patients expect professional behavior from healthcare workers and base much of their trust in those who display this type of demeanor.

Professional courtesy refers to the way you treat colleagues, not patients. A work ethic is a set of values with which you approach your profession. Customer service includes professionalism, empathy, high-quality medical care, and many other standards.

37.

A patient calls for their lab results. The physician doesn't have time to check the results and tells you to look up the results and inform the patient. You know this breaks the standard of care for your role as a medical assistant. What should you do?

Inform the physician that it is not in your standard of care to relay laboratory results without physician review.

Proceed with the physician's order to give the patient the results.

Pass the lab report to a registered nurse.

Set the lab results to the side so that the physician can review them later.

Correct answer: Inform the physician that it is not in your standard of care to relay laboratory results without physician review.

If you're asked to perform a duty that is outside your scope of practice, you may have to educate other clinicians about proper protocols for medical assistants. Speaking up ensures that the behavior won't be repeated, instead of letting it become a long-lasting problem.

38.

Which of the following healthcare practitioners monitors a patient's overall health?

PCP

Hospitalist

Holistic doctor

All healthcare professionals are responsible for this.

Correct answer: Primary care provider

Primary care providers care for a patient's general health. Family medicine, internal medicine, and pediatrics are considered primary care physicians.

A hospitalist monitors patients during their time in a hospital. Holistic doctors, such as D.O.s, use holistic medical practices in addition to traditional modalities. Not all healthcare providers are responsible for monitoring their patients' general health.

39.

Which term refers to medical services that are billed and paid for as separate charges?

Fee-for-service

Health insurance

Coinsurance

Deductible

Correct answer: Fee-for-service

In a fee-for-service model, each service, treatment, test, or other intervention is billed separately. Think of this as ordering food a la carte and paying for each dish.

Health insurance is a system in which individuals or their employers pay a predetermined fee to an insurance company, and that company pays fees for individual healthcare services. A deductible is the amount an individual patient pays for healthcare services before those services are covered by insurance. Coinsurance is a percentage of the cost of each service, which patients may need to pay even after meeting the deductible.

40.

What is the most likely goal of treatment that takes place in an occupational health center?

To help the patient return to work or resume another activity

To help the patient find employment

To help a patient apply for long-term disability benefits

To treat behavioral issues

Correct answer: To help the patient return to work or resume another activity

Occupational health centers strive to help patients return to work or resume another specific activity. These facilities often employ physical therapists.

While occupational treatment may help a patient return to work, it does not help them find a job. This is just one type of ambulatory care. Behavioral issues are treated by mental health or behavioral specialists.

Occupational health centers will write restrictions regarding a patient's ability to perform certain tasks. However, they do not assist patients or qualify them for receiving long- or short-term disability benefits.

41.

A patient cut himself on the edge of the exam table in the office and is lightly bleeding on the forearm. He feels dizzy from the sight of blood. You ask him to sit, then cover the small cut with gauze. You then inform the physician. Which of the following options describes your actions?

Appropriate because medical assistants may administer first aid procedures as needed as part of their scope of practice

Inappropriate because assessing the injury is outside of a medical assistant's scope of practice

Inappropriate because the physician was not present during the initial treatment

Appropriate because a first aid situation changes the scope of practice to include administering emergency treatment

Correct answer: Appropriate because medical assistants may administer first aid procedures as needed as part of their scope of practice

Medical assistants may perform first aid procedures. In this case, the medical assistant performed first aid on the patient's injury and informed the overseeing physician of the situation, which is within the MA's scope of practice.

42.

You witness an MA coworker accept a 20-dollar bill from a patient. You know this is unprofessional and against your clinic's policy. What should you do first?

Calmly discuss the incident with your coworker, pointing out the unprofessional act that goes against company policy.

Immediately speak to a manager.

Continue to observe the coworker and see if the behavior continues.

Do nothing, as taking action of any kind would be outside your scope of practice.

Correct answer: Calmly discuss the incident with your coworker, pointing out the unprofessional act that goes against company policy.

When witnessing an unprofessional act that is not a threat to patient safety or illegal, you should first calmly speak to the coworker about the situation. If the behavior isn't corrected or the action seems dangerous or illegal, you should speak to a manager about the incident.

43.

Which type of practitioner performs general medical care of hospitalized patients?

Hospitalist

Family practitioner

Internist

Pathologist

Correct answer: Hospitalist

Hospitalists work with hospitalized patients instead of seeing patients in an ambulatory setting. They may also work with a patient's primary care provider to deliver team care during the patient's hospital stay.

A family practitioner, or primary care provider, offers general care for patients in an outpatient setting. An internist practices internal medicine. A pathologist studies the causes of diseases.

44.

Medical assistants may obtain certification through various professional organizations. Which of these organizations also offers RPT certification?

American Medical Technologists

American Association of Medical Assistants

National Healthcareer Association

National Center for Competency Testing

Correct answer: American Medical Technologists

American Medical Technologists (AMT) certifies medical assistants. AMT also allows medical assistants to be certified as registered phlebotomy technicians (RPTs).

The American Association of Medical Assistants (AAMA) administers CMA exams. The National Healthcareer Association (NHA) certifies several allied health professions, including certified clinical medical assistants (CCMA) and certified phlebotomy technicians (CPT). The National Center for Competency Testing administers exams for graduates of their affiliate programs.

45.

A patient has been referred to urology. What does this specialty address?

The urinary tract in both males and females

The female urinary and reproductive system

The male urinary system

The kidneys and ureters

Correct answer: The urinary tract in both males and females

Urologists specialize in the care of the male and female urinary systems.

An obstetrician/gynecologist treats the female reproductive system. Nephrologists treat the kidneys.

46.

Which of the following is not a type of alternative healthcare?

Allopathic medicine

Chiropractic care

Acupuncture

Homeopathy

Correct answer: Allopathic medicine

Allopathic medicine is often referred to as "traditional" or "Western" medicine and is the backbone of the Doctor of Medicine (MD) degree.

Alternative healthcare encompasses treatment and therapies outside of allopathic practice. Chiropractic care, acupuncture, and homeopathy all fall within this category.

47.

What is the definition of empathy?

The ability to understand another's perspective, experiences, and motivations

Feeling sorrow, concern, or pity for what someone has gone through

Having awareness of the sufferings of another and wishing to help

Understanding another person's situation because you have gone through the same thing

Correct answer: The ability to understand another's perspective, experiences, and motivations

Empathy allows a person to understand how viewpoints, experiences, and motivating factors affect others. Having empathy helps someone understand why an individual acts, thinks, and reacts in certain ways.

48.

Which of these options best describes store-and-forward telehealth?

Transmitting medical data, such as lab results, to providers

Any health service provided via a secure, HIPAA-compliant online platform

Transmitting medical data from the patient, such as their daily glucose levels taken at home

Virtual visits with an MA that are recorded for the supervising physician's review

Correct answer: Transmitting medical data, such as lab results, to providers

Store-and-forward telehealth refers to the transmission of medical data like lab results or health history to providers.

Remote patient monitoring (RPM) involves the transmission of medical data from the patient, such as their daily glucose levels taken at home. Virtual visits include real-time, face-to-face communication between the provider and the patient.

In general, telehealth refers to any health service provided via a secure, HIPAA-compliant online platform.

49.

What did the Health Maintenance Organization (HMO) movement encourage insurance companies to do?

Provide coverage for routine care

Provide better coverage for elective surgeries

Offer coverage for common illnesses and injuries

Shorten the length of hospital stays

Correct answer: Provide coverage for routine care

Prior to the HMO movement, insurance companies only provided care for illness and injuries, not for routine care like well-child checks, immunizations, and physical examinations. The movement pushed for coverage for routine care.

50.

What is the main goal of the Patient-Centered Medical Home (PCMH) model?

To improve patient outcomes and reduce healthcare costs

To provide services for hospice patients at end-of-life

To provide high-quality care regardless of cost

To provide holistic care to the aging population

Correct answer: To improve patient outcomes and reduce healthcare costs

The Patient-Centered Medical Home model strives to provide patients with appropriate medical care, testing, and treatments that are necessary and cost-effective.

The PCMH model is not specifically intended to treat aging patients or those in hospice care. It is intended to reduce costs, not disregard them.

51.

Which term refers to planning the delivery of health care with the intention of controlling costs?

Managed care

Health Maintenance Organization

Capitation

Utilization review

Correct answer: Managed care

Managed care strives to ensure patients receive needed, efficient care in a way that is cost-effective for both the patient and the insurance company.

Health Maintenance Organizations (HMOs) were developed in an effort to provide managed care. Within an HMO, physicians can agree to accept a flat monthly fee for each subscriber to their organization; this is called capitation. Utilization review is the process of reviewing patients' progress to make sure they only receive necessary healthcare services.

2. Anatomy and Physiology

2. Anatomy and Physiology

52.

Which term describes groups of cells with similar structures and functions?

Tissues

Body system

Physiological structure

Total organism

Correct answer: Tissues

Tissues are created from cells that have the same or similar structure and function and are found throughout the human body.

Each body system is composed of several organs and other physiological structures. A physiological structure could be an organ, blood vessel, bone, muscle, or other functional part of anatomy. The total organism is the entire human body.

53.

Which of the following is the control center of the cell and contains all the cell's genetic material?

Nucleus

Mitochondrion

Centrioles

DNA

Correct answer: Nucleus

The nucleus contains the cell's genetic material and acts as a control center for the cell's development.

The mitochondrion is the "powerhouse" of the cell, producing energy for it to use. The centrioles assist with cell division. The DNA is the genetic material contained within the nucleus.

54.

What is the human body's ability to act against foreign substances that enter the body, such as viruses or bacteria?

Resistance

Susceptibility

Nonspecific defense mechanisms

Specific defense mechanisms

Correct answer: Resistance

Resistance is the body's ability to act against foreign substances, including viruses and bacteria.

Susceptibility is the absence of resistance. Resistance uses defense mechanisms to fight against foreign substances.

Nonspecific defense mechanisms act against all types of foreign substances. Specific defense mechanisms act against specific types of foreign substances.

55.

Which condition is typically associated with uric acid?

Gout

Osteoarthritis

Rheumatoid arthritis

Osteomyelitis

Correct answer: Gout

Gout occurs when a buildup of uric acid forms within a joint, resulting in painful inflammatory crystals.

Osteoarthritis results from the breakdown of cartilage in the joint, causing rigidity and pain. Rheumatoid arthritis is an autoimmune disease that causes inflammation in the joints and connective tissues. Osteomyelitis results from an infection in the bone marrow.

56.

Which of the following is not a component of the anatomical position?

Eyes are open and looking forward

Body is standing erect

Face is positioned forward

Palms and toes are pointed forward

Correct answer: Eyes are open and looking forward

The anatomical position is the scientifically agreed-upon reference position for the human body. The body is standing erect, the face is forward, and the arms are at the sides with palms and toes positioned forward.

57.

What is cellulitis?

Infection caused by bacteria that enter the body via a cut or abrasion

Direct contact with a skin irritant that causes blisters

Condition due to injury, disease, or genetic predisposition

Inflammatory skin disease

Correct answer: Infection caused by bacteria that enter the body via a cut or abrasion

Cellulitis presents with warm, red, inflamed skin once bacteria enter through a break in the skin. It is normally treated with oral antibiotics and rest.

Dermatitis is inflammation of a skin region caused by direct contact with a skin irritant. Alopecia, or baldness, can be caused by injury, disease, or genetic predisposition. Eczema is one example of an inflammatory skin disease.

58.

A local public health department reports an increased incidence of influenza in the community. What does this reflect?

The number of newly diagnosed people with the disease

How often people in the community contract the disease

An understanding of the cause of the disease

How many people have died from the disease

Correct answer: The number of newly diagnosed people with the disease

Incidence relates to how many people have been newly diagnosed with a disease. This value is often used to monitor the spread.

Prevalence refers to how often the disease occurs. Etiology is the underlying cause of a disease or disorder. The mortality rate describes how many people die from a disease.

59.

Diagnosis of which progressive eye disease is obtained by testing intraocular pressure, among other metrics?

Glaucoma

Ménière disease

Macular degeneration

Conjunctivitis

Correct answer: Glaucoma

Glaucoma is a leading cause of blindness in the United States. This condition is characterized by increased intraocular pressure that results in the loss of peripheral vision.

Ménière disease is a chronic condition of the inner ear, not the eye. Macular degeneration is the loss of central vision that ultimately leads to blindness, and it is diagnosed by a specialized angiogram. Conjunctivitis, or pink eye, often resolves without treatment.

60.

Which of the following is true about breaking the chain of infection?

Break any link in the chain, and the infectious agent dies.

Break at least two links in the chain, and the infectious agent dies.

The chain of infection only refers to viruses and bacterial infections.

Infection can still occur no matter how many links in the chain of infection are broken.

Correct answer: Break any link in the chain of infection, and the infectious agent dies.

Each link in the chain of infection must exist for the infection to flourish.

61.

Which abdominopelvic region contains the spleen?

Left hypochondriac region

Epigastric region

Left lumbar region

Right iliac region

Correct answer: Left hypochondriac region

The spleen is located in the left hypochondriac region of the abdomen.

The epigastric region includes the kidneys, pancreas, liver, and stomach. The left lumbar region includes the small intestine, the descending colon of the large intestine, and the left kidney. The right iliac region includes the appendix, the small intestine, the cecum, and the ascending colon of the large intestine.

62.

What is the most common treatment for mastitis?

Pain relievers and antibiotics

Complete cessation of breastfeeding

Aspiration of infected breast glands

Antibiotics only

Correct answer: Pain relievers and antibiotics

Mastitis is an infection in the breast that commonly occurs in breastfeeding mothers. Frontline treatment includes pain management and antibiotics. Patients may also be educated on applying warm compresses to the affected breast.

63.

A doctor orders a C&S test on aspirated fluid from a patient's swollen, painful knee. What is the purpose of this test?

To detect organisms in the fluid sample and see which antibiotics will be helpful for treatment

To count the bacterial colonies that appear after the sample is incubated

To determine whether the fluid from the knee is infected

To determine which pain relievers may be most effective for the patient's discomfort

Correct answer: To detect organisms in the fluid sample and see which antibiotics will be helpful for treatment

Culture and sensitivity (C&S) testing can be performed on body fluids to pinpoint infectious and other organisms, some of which may be hard to treat. The sensitivity testing gives the medical provider options for the best antibiotic therapy based on the organism study.

Urine cultures are used to count the bacterial colonies that appear after the sample is incubated. A culture, not a culture and sensitivity, would only determine whether the fluid is infected. None of these tests are used to determine which painkillers would be most effective.

64.

Organelles are suspended in what gel-like fluid inside a cell?

Cytoplasm

Endoplasmic reticulum

Synovial fluid

Plasma membrane

Correct answer: Cytoplasm

Cytoplasm is a gel-like fluid inside the cell. It contains organelles that are responsible for various cell functions.

The endoplasmic reticulum transports material through the cytoplasm. Synovial fluid is found within joint capsules. The plasma membrane is a bilayer of lipids (fats) and proteins making up the cell wall.

65.

What is an indicator of patient health that is measured or observed by others?

Sign

Symptom

Prevalence

Prognosis

Correct answer: Sign

Signs are indicators of a patient's health and wellness and are measurable or observable by others. Common signs noted in clinical medicine are vital signs, such as temperature and blood pressure. A physical exam may uncover signs of a problem, such as skin redness or swelling.

Symptoms are subjective experiences that are often only perceptible by the patient. The prevalence of a disease is how often it occurs. A prognosis is a prediction about the course of a disease or other pathology.

66.

Which type of blood cell is involved in cell-mediated immunity?

T cells

Antibodies

Erythrocytes

Immunoglobulins

Correct answer: T cells

Cell-mediated immunity is an immune response involving T cells. T cells communicate with macrophages to help fight foreign pathogens.

Examples of T cells include killer T cells, helper T cells, suppressor T cells, and memory T cells. Antibodies, produced by B cells, are involved in antibody-mediated immunity rather than cell-mediated immunity. Erythrocytes are red blood cells.

Antibodies are one example of globulins; antibodies that participate in immune reactions are therefore called immunoglobulins.

67.

All the following diseases are caused by bacteria, except:

Malaria

Tuberculosis

Strep throat

Pneumonia

Correct answer: Malaria

Malaria is caused by protozoa, which are unicellular parasites.

Tuberculosis, strep throat, and certain forms of pneumonia are all caused by pathogenic bacteria.

68.

Where is the sacral region located?

Posterior to the hip bones

Anterior to the lumbar spine

Superior to the thoracic spine

Within the dorsal cavity

Correct answer: Posterior to the hip bones

The sacral region of the spine is located posterior to the hip bones or behind the pelvic girdle.

The sacrum is inferior (below) to the lumbar and thoracic spinal regions and the dorsal cavity.

69.

Which type of infectious agent causes malaria and giardiasis?

Protozoa

Helminth

Virus

Fungi

Correct answer: Protozoa

Protozoa are unicellular parasites that replicate and multiply rapidly once inside a suitable host, and they are frequently found in tropical climates. Giardia is a protozoan infection that affects the upper small intestine and can cause digestive symptoms. Malaria is an acute febrile illness caused by protozoan parasites.

Helminths are multicellular parasites, such as tapeworms. Viruses, like COVID-19, are caused by viral particles. Some forms of fungi can cause infections or diseases, such as candidiasis.

70.

All the following are risk factors for disease, except:

Being elderly

Genetics

Lifestyle habits

Environmental factors

Correct answer: Being elderly

Age is a risk factor for some diseases. However, a person may be at risk of age-related disease at any stage of life, not just in advanced years.

Genetics, lifestyle habits, and environmental factors can all be risk factors for disease.

71.

What is the difference between serous and synovial membranes?

Serous membranes line internal organs while synovial membranes line freely moving joints.

Synovial membranes line internal organs while serous membranes line every type of joint.

Serous membranes attach to underlying loose connective tissue, while synovial membranes line cavities like the pleura.

Synovial membranes line cavities that open to the outside of the body, while serous membranes line purely internal cavities.

Correct answer: Serous membranes line internal organs, while synovial membranes line freely moving joints.

Serous membranes cover organs. They always have two layers, a parietal layer and a visceral layer. Synovial membranes have only one layer and line the cavities of freely moving joints.

Both serous and synovial membranes line cavities that do not open to the outside of the body. Synovial membranes only line freely movable joints, not all types of joints. Serous membranes, not synovial membranes, line internal cavities like the pleura. Mucous membranes, not synovial membranes, line cavities that open to the outside of the body like the nasal cavity.

72.

What is the approximate lifespan of red blood cells?

120 days

3 months

6 months

Correct answer: 120 days

Red blood cells live for approximately 120 days.

As red blood cells get older, they tend to become less pliable and more fragile. Once damaged, they are replaced by new red blood cells every second.

73.

Which structure separates the oral cavity from the nasal cavity?

Palate

Trachea

Pharynx

Uvula

Correct answer: Palate

The palate is the roof of the oral cavity and separates the oral and nasal cavities. It is divided into soft and hard palates, which create the upper structure of the mouth.

The trachea, or windpipe, is a tube connecting to the lungs. The pharynx is an opening that connects the nasal and oral cavities to the larynx and the esophagus. The uvula, a small structure hanging at the back of the throat, is part of the soft palate.

74.

Which of the following is not a bone of the skull?

Centrum

Vomer bone

Mandible

Zygomatic bone

Correct answer: Centrum

The centrum is a round area of a vertebra, located on the anterior side of the spine.

The sphenoid bone is part of the temple. The mandible is part of the jaw. The zygomatic bone is also known as the cheekbone.

75.

Where does oogenesis occur?

The ovaries

The ovarian fossae

The fallopian tubes

The uterus

Correct answer: The ovaries

Oogenesis is the development of female sex cells (ova). This process takes place in the ovaries.

The ovaries are positioned in the ovarian fossae. The fallopian tubes connect the ovaries to the uterus.

76.

The six levels of organization of the human body are chemical, cellular, tissue, and which other components?

Organ, body systems, and total organism

Skeletal, organism, and adipose

Body system, integumentary system, and vessels

Total organism, body systems, and planes of movement

Correct answer: Organ, body systems, and total organism

All six parts of the human body's organization work together to create a functioning total organism.

Skeletal and adipose tissue are types of cellular tissue within the human body. The integumentary system is an example of a body system. Vessels like blood and lymph vessels are structures that appear within several different body systems. Planes of movement are an aspect of kinesiology, not anatomy.

3. Clinical Patient Care

77.

A patient has reported new-onset angina pectoris, and the doctor has ordered an ECG in the office. You place the leads correctly. When you read the tracing, it appears that the ECG is normal.

What is the most likely explanation for this?

Symptoms do not typically manifest at rest.

The ECG equipment malfunctioned.

The patient was anxious during the test.

Angina pectoris does not affect ECG readings.

Correct answer: Symptoms do not typically manifest at rest.

Angina pectoris symptoms may not be evident during a resting state, such as when they are relaxed on the exam table and a 10-second tracing of the heart's activity is recorded. That is why an ECG should be used in combination with other findings such as blood work and the patient's medical history.

78.

Which of these is not an appropriate step in the procedure for staple removal?

Release the staple from the staple remover and use forceps to lift the staple from the patient.

Place the bottom jaws of the staple remover beneath the center of the staple to be removed.

Squeeze the staple handles until they are fully closed. The staple should buckle with the ends lifting from the skin.

Place the removed staple on clean gauze.

Correct answer: Release the staple from the staple remover and use forceps to lift the staple from the patient.

A staple removal kit includes a staple removal tool and gauze. Once you've depressed the handles of the staple remover and the staple has buckled with the ends free of the skin, you may lift the staple from the patient while it remains trapped in the jaws of the staple remover. Then, drop the staple onto the gauze.

79.

As a medical assistant, it is important to be aware of patients with special considerations related to age, health, status, and disabilities. Which patient may have a limited understanding of medical information and need the medical assistant to tailor their explanation before drawing blood for a routine lab test?

An 81-year-old male with mild dementia

A 34-year-old working mother of two

A 21-year-old college student

A 52-year-old attorney

Correct answer: An 81-year-old male with mild dementia

Patients who may require special consideration include children, the elderly, people with some degree of dementia, and those with developmental or cognitive disabilities.

80.

What is the normal body temperature for an adult, in degrees Celsius?

37 °C

72 °C

19 °C

42 °C

Correct answer: 37 °C

The normal body temperature for an adult is 98.6 °F. The formula to convert Fahrenheit to Celsius is:

$$^{\circ}\text{C} = (^{\circ}\text{F} - 32) \times 5/9$$

To convert, subtract 32, multiply by 5, and divide by 9.

$$98.6 - 32 = 66.6$$

$$66.6 \times 5 = 333$$

$$333 \div 9 = 37$$

Many EHR systems do the conversion for you.

81.

You are having difficulty obtaining a pulse oximeter reading from a patient's fingers. With the appropriate probe, where else can you obtain a reading?

A toe

The wrist

The popliteal fossa

The ankle

Correct answer: A toe

In most cases, a finger probe on a pulse oximeter will fit a patient's big toe, or a separate toe probe may be included with your machine.

The ear lobe is another suitable site for obtaining a pulse oximeter reading and requires a special probe. The wrist, popliteal fossa (back of the knee), and ankle are inappropriate sites for taking a pulse oximetry reading.

82.

The medical assistant in an orthopedic surgeon's office is rooming a patient for evaluation of left hip pain. The physician asked the MA to position the patient to allow for the assessment of hip extension.

In which position should the patient be?

Prone

Sims

Fowler

Recumbent

Correct answer: Prone

In the prone position, the patient lies on their stomach, which allows the provider to evaluate the backside of the body and assess hip extension.

83.

A CMA is giving a demonstration on proper handwashing to a new employee. During the session, he emphasizes using soap with warm water and washing for the full time as recommended by the CDC. The CMA suggests counting silently or humming the tune of “Happy Birthday” from beginning to end twice to accomplish this

What is the primary purpose of counting or humming while washing hands?

To ensure hands are washed for at least 15–20 seconds

To synchronize handwashing when multiple providers are preparing for a procedure

To encourage a pleasant atmosphere in the workplace

To ensure hands are washed for 2 full minutes

Correct answer: To ensure hands are washed for at least 15–20 seconds

The CDC handwashing recommendation for healthcare providers is to scrub their hands for at least 15–20 seconds with warm water and soap. It is important to cover all surfaces, including the backs of the hands and fingernails. One way to time this procedure is to hum the tune of “Happy Birthday” twice or count the seconds.

84.

Automatic blood pressure cuffs are a good option for people who want to monitor their blood pressure at home, as they are inexpensive, portable, and easily found at many pharmacies and retail stores. Which person should be cautioned about using an at-home automatic blood pressure machine?

An 80-year-old female with arteriosclerosis

A 50-year-old male with a strong pulse

A 60-year-old female with diabetes

A 70-year-old male with hearing impairment

Correct answer: An 80-year-old female with arteriosclerosis

Certain conditions may result in an inaccurate reading with an automatic blood pressure monitor. These include preeclampsia, dysrhythmias (e.g., atrial fibrillation), arteriosclerosis, and a very weak pulse. If any of these conditions are present, an alternative method of blood pressure measurement should be used.

Because the monitor relies on brachial artery oscillations to obtain a reading, stiff arteries in older patients can interfere with obtaining an accurate reading.

85.

John is a medical assistant at a community health clinic. He had close contact with a patient who later tested positive for a new strain of the COVID-19 virus. Throughout the conversation, John wore adequate personal safety equipment. As a responsible healthcare worker, John will continue to check his health regularly.

Given the typical incubation time, when might John expect to see symptoms if he is infected?

2–14 days

Immediately after contact

14–20 days

1–4 days

Correct answer: 2–14 days

The incubation period for SARS-CoV-2 infection is 2–14 days, with a maximum of 27 days. Although the severity of signs and symptoms can vary, they often appear within 2–14 days.

86.

A patient comes to urgent care with an insect bite on his right forearm. He states he's not sure what the insect was. The skin around the bite is red and swollen, and the patient states that it itches. He is otherwise feeling well. What first aid steps can be taken to treat this mild allergic reaction to the bite?

Remove any visible stinger. Wash the area with mild soap and water. Apply a cold cloth or ice pack wrapped in a towel to the affected area. Elevate the arm.

Wash the area with mild soap and water. Administer an auto-injector of epinephrine. Elevate the arm.

Remove any visible stinger. Prepare a tetanus shot.

Remove a visible stinger. Wash the area with mild soap and water. Apply a cold cloth to the affected skin. Inject one auto-injector of epinephrine.

Correct answer: Remove a visible stinger. Wash the area with mild soap and water. Apply a cold cloth or ice pack wrapped in a towel to the affected area. Elevate the arm.

The patient is not experiencing anaphylactic shock, so an auto-injector of epinephrine is not an appropriate treatment.

87.

Which of the nine rights of medication administration gives the patient control over their medication?

The right to refuse

The right route

The right education

The right to treatment

Correct answer: The right to refuse

The right to refuse allows the patient to make an informed decision on whether to accept medication the provider has prescribed. The patient should always be given the choice of accepting medication or not before it is administered. If a patient refuses medication, inform the physician and document the refusal in the patient's chart.

The right route ensures the medication is being given to the patient via the proper route.

The right education makes sure the patient is educated on the medication they are about to receive.

The right to treatment is not one of the nine rights of medication administration.

88.

For which types of allergies is the intradermal test commonly used?

Types of insect venom

Types of pollen

Pet dander

Types of food

Correct answer: Types of insect venom

The intradermal test is like the scratch test, but the antigen is more dilute and the allergen extracts are injected into the intradermal layer. This test is done on the arm, and it is typically used to diagnose allergies to penicillin and insect venom, such as bee stings.

89.

When performing Weber's test using a tuning fork, why is it essential for the provider to strike the tines softly?

To ensure a clear sound during the test

To create a louder tone for diagnostic use

To avoid damaging the tuning fork

To activate the tuning fork's electromagnetism

Correct answer: To ensure a clear sound during the test

If the provider strikes the tuning fork too forcefully, the sound will be too loud for a meaningful test. Therefore, they must hold it by the stem and strike the tines softly on the palm.

90.

Which of the following is not a chief component of the medical record?

Financial

Administrative

Clinical

Health history

Correct answer: Financial

Financial information is not part of a patient's medical record.

The medical record contains central components that document a patient's medical care, including administrative components like patient demographics, advanced directives, and consent forms. The clinical component documents procedures, physical examinations, and laboratory data. Health history is a record of a patient's health and problem list.

91.

A medical assistant is assisting a provider in a pain management clinic. The provider prescribes a controlled substance for a patient. What action should the medical assistant take to comply with legal requirements?

Use the provider's DEA number only on the prescription for the controlled substance

Use the provider's NPI number only on the controlled substance prescription

Use the provider's DEA number for identification on all pharmacy transmissions for this patient

Share the DEA number on non-narcotic prescriptions for tracking purposes

Correct answer: Use the provider's DEA number only on the prescription for the controlled substance

Doctors must apply and obtain two numbers to prescribe medications in the US. The national provider identification (NPI) number is used to prescribe any medication, as well as for ordering supplies and durable medical equipment.

The Drug Enforcement Administration (DEA) number is always required for prescriptions of controlled substances. To keep the provider's DEA number secure, it should only be used for prescribing controlled substances such as codeine, hydrocodone, or alprazolam.

92.

A procedure room used for suturing should include which of the following?

Ring forceps

Local anesthetic

Speculum

Flourescein stain

Correct answer: Ring forceps

The procedure room should be stocked for various suturing needs and injury situations. Suture insertion requires the following equipment, among other things: local anesthetic, fenestrated towel, hemostatic forceps, clean disposable gloves, antiseptic, dissecting scissors, operating scissors, and sterile gauze.

Ring forceps are used for the removal of items from the vaginal canal such as IUDs etc. A vaginal speculum is used for the examination of the vaginal vault. Flourescein stain is kept in an eye tray or kit and used to stain the conjunctiva to look for damage to the cornea.

93.

During a gynecologic exam, the provider will be collecting a scraping of epithelial cells from the cervix for examination. What is the flexible plastic collection device called?

Cytobroom

Speculum

Cervical brush

Cotton swab

Correct answer: Cytobroom

A flexible plastic collection device called a cytobroom can be used to scrape cells from both the ectocervix and the endocervix simultaneously. The provider inserts the cytobroom's center bristles far enough into the endocervical canal that the shorter bristles fully contact the exterior of the cervix. Gently press and twist the cytobroom clockwise to collect an ectocervical and endocervical mixed specimen.

94.

What three measurements should be plotted on the growth chart for children from birth to 36 months of age?

Head circumference, height, and weight

BMI, weight, and height

Head circumference, BMI, and weight

Head circumference, femur length, and weight

Correct answer: Head circumference, height, and weight

Head circumference directly correlates to growth of the brain and is routinely measured from birth until 36 months of age. Height and weight are also measured and documented on appropriate growth charts from birth through adulthood.

95.

An adult patient reports drinking a cup of coffee in the waiting room about five minutes ago. You need to check her oral temperature. What should you do?

Choose a different type of thermometer.

Take her temperature orally and document that she recently consumed a hot beverage.

Proceed with the exam.

Give her cold water to drink and wait a few minutes before taking an oral temperature.

Correct answer: Choose a different type of thermometer.

The recent ingestion of hot or cold beverages can result in a false oral temperature reading. Choose a different method of taking the patient's temperature; for example, you can use an axillary (armpit) thermometer. If one is not available, wait 15 minutes for the patient's body temperature to regulate, then obtain an oral temperature.

96.

An outbreak of the flu is spreading through the community, and your clinic waiting room is full of ill patients. While rooming the next patient, you notice an elderly woman in the waiting room who appears to be in distress. Her face has a grayish hue, and she is clutching her chest with one hand. You suspect she needs urgent attention.

What should you do next?

Immediately notify the triage registered nurse about the patient for immediate screening.

Call 911.

Inform the patient that you are taking her to the emergency room for evaluation.

Have the patient lie on an exam table and provide her with two liters of oxygen by nasal cannula until the physician can see her.

Correct answer: Immediately notify the triage registered nurse about the patient for immediate screening.

It is outside a medical assistant's (MA's) scope of practice to make medical decisions or provide treatment without a direct order from a qualified medical provider. In this instance, the medical assistant should immediately ask the registered nurse in charge of triage to make contact with the patient.

Providing any other medical care, including administering oxygen, would be outside the MA's scope of practice. It is unnecessary to call 911 or take the patient to the emergency room when supervising clinicians are available to treat her.

97.

Giovanni is labeling a hematology specimen that he drew before sending it to the lab for processing. Unfortunately, the label printer is down, and so he is unable to print the patient's barcode as he normally would. Instead, he must use a blank white label and prepare the specimen for transport.

What information should be included when hand-writing the label for a specimen?

Patient's name, date of birth, date, and medical assistant's initials

Clinic name, patient's name, and date of collection

Patient's name, gender, diagnosis, and date of collection

Patient's name, medical assistant's name, and doctor's name

Correct answer: Patient's name, date of birth, date, and medical assistant's initials

Specimens should be labeled and sent with a requisition form. The requisition form will contain information including:

- *Clinic/office name*
- *Patient gender*
- *Patient diagnosis*
- *Doctor's name*

The specimen label only requires the patient name, date of birth, specimen collection date, and initials of the person who collected it.

98.

You are working in a hospital in a medical-surgical unit. A patient experiences a sudden cardiac emergency, and a "Code Blue" is announced on the unit's intercom system.

What would be your role in this "Code Blue" situation?

Performing CPR

Assessing the patient and ordering treatments

Administering intravenous medications

Leaving the unit to reduce traffic

Correct answer: Performing CPR

During a code, basic life support is provided by members of the team. The doctor assesses the patient and orders treatment. The nurses administer medication and may perform CPR. The medical assistant's role is to assist with procedures, perform CPR, document, and assist with caring for the family as needed.

99.

Which of the following describes the proper technique for removing sutures?

Pick up the suture knot with thumb forceps. Place the curved tip of the suture scissors beneath the suture, as close to the skin as is comfortable, and cut. Gently pull the suture at the knot with the forceps until it is completely removed from the skin.

Pick up the suture with thumb forceps close to the skin. Place the curved tip of the suture scissors beneath the suture knot and cut the knot in half. Pull the suture free of the skin with the forceps.

Pick up the suture knot with thumb forceps. Place the curved tip of the suture scissors beneath one side of the knot and cut. Repeat on the other side of the knot, removing the knot. Pull the suture free of the skin with the forceps.

Slide the curved tip of the suture scissors beside the suture knot and cut. Grasp the free end of the suture with thumb forceps and gently pull until the suture is free of the skin, tugging lightly if the knot resists pulling through the skin.

Correct answer: Pick up the suture knot with thumb forceps. Place the curved tip of the suture scissors beneath the suture, as close to the skin as is comfortable, and cut. Gently pull the suture at the knot with the forceps until it is completely removed from the skin.

The suture should be cut cleanly and pulled gently by the knot. This allows the free end of the suture to pass through the skin and pull free. Do not attempt to pull the suture knot through the skin.

100.

You are working as a medical assistant at a large hospital in the medical-surgical ICU. One of the patients has just been discharged, and Environmental Services is coming to clean the room. You notice an unlabeled tube of blood sitting on the sink, and you ask the nurse about it. She tells you that it was drawn by mistake and should be wasted.

What is the proper disposal method for this sample?

Put it in the biohazard sharps container

Discard it in the regular waste container

Drop it in the dirty linen hamper

Send the tube to the lab

Correct answer: Put it in the biohazard sharps container

According to OSHA regulations, blood tubes are considered sharps and must be discarded in this manner.
