

MEDICAL OFFICE PROCEDURES (250)

REGIONAL – 2020

Multiple Choice & Short Answer Section:

Multiple Choice (20 @ 5 points each) _____ (100 points)

Matching (5 @ 3 points each) _____ (15 points)

Abbreviations (15 @ 4 points each) _____ (60 points)

Production Portion:

Phone Message _____ (25 points)

SOAP Transcription _____ (100 points)

TOTAL POINTS _____ (***300 points***)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than ten (10) minutes orientation
No more than sixty (60) minutes testing time
No more than ten (10) minutes wrap-up

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Multiple Choice

1. An electronic health record (EHR) is a computerized, digital record of patient care that can be shared between health organizations.
 - a. True
 - b. False
2. Medical office assistants are typically responsible for explaining the following types of information to the patient:
 - a. Financial
 - b. Insurance
 - c. Scheduling
 - d. All of the above
3. When composing an email, the most appropriate sign-off would be:
 - a. Cheers
 - b. See ya
 - c. Sincerely
 - d. Peace out
4. Select the most appropriate phone greeting from the list:
 - a. Hello, this is Anita, how can I help you?
 - b. Hello.
 - c. Thank you for calling the Doctor's Office, this is Anita, how can I help you?
 - d. Thank you for calling, please hold.
5. There are three patients with similar names (Joann E. Smith, Joanne E. Smith, Joanne A. Smith) how would you arrange their records alphabetically.
 - a. Joanne A. Smith, Joanne E. Smith, Joann E. Smith
 - b. Joann E. Smith, Joanne A. Smith, Joanne E. Smith
 - c. Joann E. Smith, Joanne E. Smith, Joanne A. Smith
 - d. Joanne E. Smith, Joanne A. Smith, Joann E. Smith
6. The Notice of Privacy Practices is given to every patient, and it explains how their health information will be used and protected.
 - a. True
 - b. False
7. Select the most appropriate way to end a telephone call with a patient:
 - a. Call if you need anything else, goodbye.
 - b. Is there anything else I can help you with today?
 - c. Thanks, goodbye.
 - d. Have a great day.

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8. When a patient has not been to the medical office before but they are scheduled for their first visit, what are they called?
 - a. Established Patient
 - b. Unknown Patient
 - c. Potential Patient
 - d. New Patient
9. When a medical office assistant keys notes as the doctor speaks then adds them to a patient's chart, it's called:
 - a. Dictation
 - b. Assisting
 - c. Transcription
 - d. None of the above
10. Medical office assistants are allowed to give medical advice to patients, as long as they check with the doctor first.
 - a. True
 - b. False
11. When the patient explains why they are seeing the doctor in their own words, this is called:
 - a. Chief Complain
 - b. Plan
 - c. Patient Explanation
 - d. Excuse for Visit
12. A doctor's office can be referred to as all of the following, EXCEPT:
 - a. Clinic
 - b. Hospital
 - c. Office
 - d. Practice
13. Why is it important for a medical office assistant to use spell check and grammar check before sending correspondence?
 - a. The reader may become confused if misspelled words or poor grammar is present
 - b. The message may be miscommunicated if these errors are present
 - c. You are representing the doctor and it's important to appear professional
 - d. All of the above
14. When speaking with a patient on the phone, it is important that the Medical Office Assistant:
 - a. Document the entire conversation word for word in the EHR
 - b. Work on several tasks at one time
 - c. End the phone call as quickly as possible
 - d. None of the above

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15. An existing patient calls to schedule an appointment for an urgent issue, but the doctor has no appointments available for two weeks. The Medical Office Assistant should:
 - a. Schedule the patient for the next available appointment
 - b. Advise the patient to call another doctor to see if they are available sooner
 - c. Work with the Practice Manager or the physician to accommodate the patient more quickly
 - d. Advise the patient you are not able to help.
16. What services do health insurance typically pay for?
 - a. Medical services
 - b. Surgical procedures
 - c. Mental health services
 - d. All of the above
17. Which of the following methods is the most secure way to transmit health information?
 - a. Email
 - b. Leaving a telephone message
 - c. Sending confidential information to a random fax number
 - d. Speaking to the patient directly
18. A medical office assistant may be asked to keep track of supplies, and order more when they are low. What is this process called?
 - a. Assisting
 - b. Inventory
 - c. Maintenance
 - d. Technical Support
19. What is the correct way to write a date in a letter?
 - a. May 1st, 2019
 - b. May 1, 2019
 - c. 5/1/2019
 - d. 1-May-19
20. If a medical office assistant does not know the answer to a patient's question, he/she should:
 - a. Ask the Practice Manager for help answering the question
 - b. Use his/her best judgement and guess
 - c. Ignore the patient's question
 - d. None of the above

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Medical Terminology Matching

Directions: Write the letter next to the number that best matches the definition.

- | | |
|----------------|---------------------|
| A. Pathology | D. Ophthalmology |
| B. Dermatology | E. Gastroenterology |
| C. Pulmonology | |

- _____ the branch of medicine concerned with skin disorders.
- _____ the branch of medicine concerned with diseases of the eye.
- _____ the branch of medicine concerned with diseases of the respiratory tract.
- _____ the scientific study of disease.
- _____ the branch of medicine concerned with the stomach and intestines.

Abbreviations

Directions: Define each medical abbreviation.

- Tx _____
- Dx _____
- Rx _____
- ENT _____
- DOB _____
- p.r.n. _____
- DOS _____
- a.m. _____
- OTC _____
- ASAP _____
- CPR _____
- ER _____
- H&P _____
- Pt _____
- HR _____

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Phone Message

Directions: Complete the phone message using the template below. Use today's date and time.

“Hello, this is Nicole Battering, I’m a patient of Dr. Andrews. I have some questions about the test results from my appointment last week. My phone number is 757-331-0223. Thank you!”

<i>Phone Message</i>		
Message for:		
Date:		Time:
Patient Name:		Phone Number:
Description:		
Next Step:	<input type="checkbox"/> Doctor call patient <input type="checkbox"/> Administrative staff call patient <input type="checkbox"/> Other: _____	Message taken by:

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SOAP Transcription

Directions: Read the doctor's summary of the appointment and transcribe that information using SOAP format. Use September 10, 2019 as date of dictation and September 11, 2019 as date of transcription.

SUBJECTIVE: Patient Jacob Jones (DOB: 10/2/1994) was seen by Dr. Mark Andrews on September 9, 2019. Patient states the reason for visit as persistent cough, sinus pressure, and headaches. Patient reports that these symptoms have been ongoing for the previous seven days. Patient has had sinus issues for several years and believes that these symptoms are a seasonal sinus infection.

OBJECTIVE: Patient's symptoms were so severe previously, that he underwent endoscopic sinus surgery in 2017. Patient is taking over the counter medication: Zyrtec (10 mg). Examination of patient showed: normal exterior physical appearance except swollen eyes and nose, normal movement of bones/joints, normal reflexes, throat appeared red and inflamed, ears appeared congested, mouth appeared normal, listening to lungs revealed light congestion, lymph nodes in neck were swollen, heartrate was normal and beat was strong, patient's mental status was normal. No blood tests performed.

ASSESSMENT: Based on patient's report and the physical examination, diagnosis is Sinus Infection.

PLAN: Return to office in one week if symptoms persist.