



# 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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**Medical Office Procedures – Regional 2020  
ANSWER KEY**

**KEY**



**Part 1 – Multiple Choice, 20 questions, 5 points each, 100 points total**

1. A
2. D
3. C
4. C
5. B
6. A
7. B
8. D
9. C
10. B
11. A
12. B
13. D
14. D
15. C
16. D
17. D
18. B
19. B
20. A

## Medical Office Procedures – Regional 2020

### Part II – Medical Terminology Matching, 5 questions, 3 points each, 15 points total

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

1.   B   the branch of medicine concerned with skin disorders.
2.   D   the branch of medicine concerned with diseases of the eye.
3.   C   the branch of medicine concerned with diseases of the respiratory tract.
4.   A   the scientific study of disease.
5.   E   the branch of medicine concerned with the stomach and intestines.

### Part III – Abbreviations, 15 total, 4 points each, 60 points total

1. Tx     Treatment
2. Dx     diagnosis or diagnoses
3. Rx     prescription
4. ENT    Ear, Nose, and Throat
5. DOB    date of birth
6. p.r.n.   when necessary or as needed
7. DOS    date of service
8. a.m.    morning
9. OTC    over the counter
10. ASAP   as soon as possible
11. CPR    cardiopulmonary resuscitation
12. ER     Emergency Room
13. H&P    History and Physical
14. Pt     patient
15. HR     heart rate

**Medical Office Procedures – Regional 2020**

**Part IV – Phone Message, 25 points total**

*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:	Dr. Andrews (2pt)	
Date:	(told to use current date) XX/XX/2020 (2pt)	Time: (told to use current time) XX:XX a.m./p.m. (2pt)
Patient Name:	Nicole Battering (2pt)	Phone Number: 757-331-0223 (2pt)
Description:	Patient has questions about test results from last week’s appointment (10pt)	
Next Step:	<input checked="" type="checkbox"/> Doctor call patient (3pt) <input type="checkbox"/> Administrative staff call patient <input type="checkbox"/> Other: _____	Message taken by: Contestant Number (2pt)

## Medical Office Procedures – Regional 2020

### Part V SOAP Transcription, 100 points total

#### SCORING GUIDE

0 Errors	100 points
1 error	95 points
2 errors	90 points
3 errors	85 points
4 errors	80 points
5 errors	75 points
6 or more errors	0 points

**NOTE TO GRADERS: Wording and punctuation may vary but all pertinent information must be included. Please follow the Styles and Reference Manual.**

**SUBJECTIVE:** 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.

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Mark Andrews, M.D.

MA: (contestant #)

D: 09/10/2019

T: 09/11/2019