



**HEALTH ADMINISTRATION PROCEDURES**

**(610)**

**REGIONAL 2022**

**Multiple-Choice Questions:**

 **30 questions @ 5 points each \_\_\_\_\_\_\_\_\_\_ (150 points)**

**Production:**

 **Job 1: Excel Spreadsheet \_\_\_\_\_\_\_\_\_\_ (100 points)**

 **Job 2: Memorandum \_\_\_\_\_\_\_\_\_\_ (100 points)**

 **TOTAL POINTS \_\_\_\_\_\_\_\_\_\_ (350 points)**

**Test Time: 60 minutes**

**GENERAL GUIDELINES:**

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

1. Member 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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

**EXAM GUIDELINES:**

1. Ensure this test booklet contains Jobs 1 and 2.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual***.**
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right-hand corner** of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

| **PRODUCTION STANDARDS** |
| --- |
| 0 Errors | 100 Points |
| 1 Error | 90 Points |
| 2 Errors | 70 Points |
| 3 Errors | 50 Points |
| 4+ Errors | 0 Points |

1. When preparing a block style letter with open punctuation, what type of punctuation marks are used after the salutation and the complimentary closing?

 A) Insert a comma after the salutation and a comma after the complimentary closing.

 B) Insert a colon after the salutation and a comma after the complimentary closing.

 C) Insert a semicolon after the salutation and a comma after the complimentary closing.

 D) No punctuation is needed after the salutation and complimentary closing.

1. Making notes on a patient’s records is referred to as \_\_\_\_\_\_\_\_\_\_.

 A) Transferring

 B) Documenting

 C) Charting

 D) Recording

1. Taking it upon oneself to independently complete a job is showing \_\_\_\_\_\_\_\_\_\_.

 A) Managerial skills

 B) Commitment

 C) Strength

 D) Initiative

1. When speaking with terminally ill patients, speaking about the weather, family visits, and favorite foods are \_\_\_\_\_\_\_\_\_\_ topics.

 A) Past

 B) Short-term

 C) Future

 D) Long-term

1. Leaving a message on a patient’s cell phone reminding them of an upcoming appointment is an example of using the \_\_\_\_\_\_\_\_\_\_ function.

A) Voice Mail

B) Electronic Mail

C) Written Correspondence

D) Verbal Communications

1. Reporting to work on time and maintaining an excellent attendance record is an outward display of an employee's \_\_\_\_\_\_\_\_\_\_.

 A) Personality

B) Work Ethics

C) Beliefs

D) Morals

1. Sara reorganized the schedule for all of her office staff allowing time for more patient appointments. Sara is demonstrating \_\_\_\_\_\_.

 A) Tact

 B) Efficiency

 C) Ethnocentrism

 D) Assertiveness

1. Which of the following would offer the *best* choice of a career for Emily if she did not wish to work directly in a hospital or medical office?

 A) Food management

 B) Education and home health sales

 C) Education

 D) Home health sales

1. Your employee is demonstrating \_\_\_\_\_\_ when she offers to fill in for another ill employee during her lunch break.

 A) Flexibility

 B) Integrity

 C) Problem-Solving Ability

 D) Punctuality

1. Five major categories of tasks performed by an administrative medical assistant include \_\_\_\_\_\_\_\_\_\_.

 A) front desk, scheduling, records management, administrative, and financial

 B) front desk, scheduling, janitorial duties, answering phones, sorting incoming mail

 C) scheduling, answering phones, sorting mail, hiring personnel, greeting patients

 D) scheduling, sorting mail, transcription, financial, and greeting patients

1. \_\_\_\_\_\_\_\_\_\_ is the quality of "being on time” each day for work.

A) Good judgment

 B) Punctuality

 C) Flexibility

 D) Self-motivation

1. The standards of conduct that grow out of one's understanding of right and wrong are known as

 \_\_\_\_\_\_\_\_\_\_.

 A) Morals

 B) Behaviors

 C) Ethics

 D) Common Sense

1. Upon returning from the restroom, you notice a patient who has checked in at your medical office. What should you do immediately upon returning to your station?

 A) Greet the patient with a smile and a greeting.

 B) Remind the patient to take a seat.

 C) Ignore the patient.

 D) Complete the tasks you are working on, then acknowledge the person.

1. How should you handle the situation when a patient comes into the office and is angry about a bill she received in the mail and is yelling at you?

 A) Tell the patient that she is wrong about the error.

 B) Ask the patient to take a seat.

 C) Tell her that until she calms down you will not speak with her.

 D) Remain calm and courteous.

1. TPO stands for \_\_\_\_\_\_\_\_\_\_.

 A) Treatment, payment, organization

 B) Treatment, payment, operations

 C) Taxation, physician, organization

 D) The payment operation

1. It is always nice to call your patients by name and extend common courtesies because they are more apt to \_\_\_\_\_\_\_\_\_\_.

A) Leave the office on a negative note

 B) Remember your name

 C) It is not necessary to acknowledge patients when they exit your office

 D) Refer other patients to your practice

1. A Code of Ethics for the medical assistant working in the medical profession has been developed the \_\_\_\_\_\_\_\_\_\_, which outlines moral and ethical behaviors medical professionals.

 A) AAMA

 B) APA

 C) SOAP

 D) HIPAA

1. Using good manners and common courtesies in the office environment is referred to as having good \_\_\_\_\_\_\_\_\_\_.

A) Ethics

B) Compliance

C) Etiquette

D) Behavior

1. When proofreading a sentence, the notation “stet” is used to indicate to \_\_\_\_\_\_\_\_\_\_.

 A) Make the needed correction

 B) Ignore the marked correction

 C) Insert the circled words

 D) Reword the sentence

1. Your phone is ringing “off the hook”, and you are dealing with a patient’s billing at the moment you received a new call. You will need to place the new caller on hold. What should you do before placing the caller on hold?

 A) Take a message.

 B) Pull the chart.

 C) Obtain their telephone number.

 D) Ask permission.

1. Chief Complaint on a medical report is indicated by using \_\_\_\_\_\_\_\_\_\_.

 A) Cc

 B) cc

 C) cC

 D) CC

1. Performing triage in the office by the medical office assistant is based on the \_\_\_\_\_\_\_\_\_\_.

 A) Time of the appointment

 B) Time needed for the appointment

 C) Age of the patient

 D) Severity of the condition

1. \_\_\_\_\_\_\_\_\_\_ is recommended for the mailing of patient billing statements.

 A) Priority Mail

 B) Parcel Post

 C) First-class Mail

 D) Certified Mail

1. Each medical office should have a chart of times required by law to keep certain records. This chart is referred to as a \_\_\_\_\_\_\_\_\_ chart.

 A) Retraction

 B) Recruitment

 C) Retention

 D) Reciprocal

1. Jonathan calls in requesting paperwork to get blood work performed at the local hospital’s Outpatient Clinic. How should you handle this situation?

 A) Tell him to stop by next week for the paperwork.

 B) Send the needed paperwork directly to the hospital.

 C) Schedule an appointment for him to see the doctor.

 D) Inform him he will need a physical exam first.

1. The \_\_\_\_\_ method is the *most* common system for outlining and structuring chart notes for a medical record.

 A) CHEDDAR

 B) POMR

 C) SOAP

 D) SOMR

1. After a patient has *not* been seen for over one year, the file would become \_\_\_\_\_\_\_\_\_.

 A) Active

 B) Closed

 C) Retired

 D) Inactive

1. In your medical office, you wish to follow HIPAA’s rules of patient confidentiality. Which of the following records management system would provide the greatest confidentiality?

 A) Alphabetic

 B) Geographic

 C) Numeric

 D) Alpha-Numeric

1. Which of these abbreviations means "after meals"?

 A) a.c.

 B) b.c.

 C) p.c.

 D) b.m.

1. The medical abbreviation HIPAA stands for \_\_\_\_\_\_\_\_\_\_.

 A) Health Insurance Practice & Accountability Act

 B) Health Insurance Portability & Accountability Act

 C) Health Issuance Portability & Accountability Act

 D) Health Integration Practice & Accountable Act

**Job 1: Excel Spreadsheet – Purchase Order for Medical Supplies – 100 Points**

*Create the worksheet below. Do not format the cells since you will apply formatting options later*.

| Boynton Beach Medical Clinic |  |  |  |  |
| --- | --- | --- | --- | --- |
| Purchase Order |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Vendor:MedCare Medical Supplies1913 NE 7th AvenueChicago, IL 80972 |  | Telephone:505-459-0098 | Fax:800-237-1477 |
|  |  |  |  |
| Item |  |  | Order Qty. | Unit | Price |
| Disposable Shoe Covers |  |  | 1 | Per 300 | 22.69 |
| Disposable Cap |  |  | 1 | Per 100 | 4.55 |
| Disposable Patient Gown |  |  | 8 | Per dozen | 6.80 |
| Disposable Patient Slippers |  |  | 8 | Per Dozen | 4.98 |
| Disposable Thermometers |  |  | 10 | Per 100 | 8.98 |
| Disposable Face Masks |  |  | 8 | Per 50 | 7.90 |

1. Create a new column at right to multiply the order quantity times the price by entering a correct formula.
2. Create a new row at bottom to calculate the total of the purchase order.
3. Add your creativity to make the form look professional.
4. Print completed worksheet. **Printout 1**

**Job 2: Memorandum – 100 Points**

*Prepare a memo from Julie Smith, Human Resources Manager, to our Support Services Department to the attention of Tracy Fitzgerald, Manager. Use the current date, and supply an appropriate subject line*.

Our supply of patient applications is running low. Please send us two boxes of these forms as soon as possible. These should last us for a couple of months.

In addition, we need two laser printer cartridges for our HP-M231 printer. Please be sure to have these on hand in your office as we will be needing more for a huge project we are working on next month.

Thank you very much, Tracy. We look forward to receiving our supplies. If you have any questions, call Extension 237.