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| 1. Which of the following is the most important reason to be able to communicate effectively with patients and keep them informed?   |  |  |  | | --- | --- | --- | |  | a. | Educate patients about disease | |  | b. | Retain patients | |  | c. | Make patients feel more comfortable and less threatened | |  | d. | Make patients like the staff better |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 10 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 2/13/2017 2:17 PM | |

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| 2. Which of the following attributes of a medical assistant does NOT identify a true professional?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Dependability | b. | Empathy | |  | c. | Ability to communicate | d. | Inflexibility |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Pages 10-12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 3. Which of the following organizations allows one to use the initials CMA (AAMA), which are awarded upon successful completion of their credentialing examination?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | AMT | b. | CAAHEP | |  | c. | AMA | d. | AAMA |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 7 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 4. Which of the following will keep the medical assistant current in knowledge in the years to come and will serve as testimony of a commitment to professionalism?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Dependability | b. | Initiative | |  | c. | Continuing education | d. | Empathy |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 15 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 5. Which of the following best describes the primary characteristic of the certified medical assistant to the physician employer in the ambulatory care setting?   |  |  |  | | --- | --- | --- | |  | a. | Broad range of administrative and clinical skills | |  | b. | Ability to work under nurses | |  | c. | Need for fewer trained personnel | |  | d. | Advances in specialization |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 6 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 6. The AAMA policy stating that any candidate for the AAMA Certification Examination be a graduate of a CAAHEP- or ABHES-accredited program was made for which of the following benefits?   |  |  |  | | --- | --- | --- | |  | a. | Safeguard the quality of care to the consumer | |  | b. | Continue to promote the identity and stature of the profession | |  | c. | Ensure the CMA (AAMA)’s role in the rapidly evolving health care delivery system | |  | d. | All of the above |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 7. Which of the following is NOT a benefit of a practicum to the medical assistant student?   |  |  |  | | --- | --- | --- | |  | a. | The staff can observe the student before employment. | |  | b. | The student has the ability to apply knowledge and skill in a real-world medical setting. | |  | c. | The student can understand that more than one acceptable method of performance may exist. | |  | d. | The student can begin to establish a network of support through colleagues. |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 8. To ensure the highest quality medical assistant education and employment preparedness, standards and guidelines were set through which of the following organizations?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | AAMA | b. | AMT | |  | c. | CAAHEP | d. | AMA |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 9. Which of the following qualities does a medical assistant who continually must be asked to do things upon finishing an assigned task need to develop?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Flexibility | b. | Dependability | |  | c. | Initiative | d. | Effective communication |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 10. Which of the following qualities does a medical assistant who continually asks to leave early to go to other appointments need to develop?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Flexibility | b. | Dependability | |  | c. | Initiative | d. | Effective communication |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 11. Which of the following is NOT a level in the AAMA membership?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Regional | b. | State | |  | c. | Local | d. | National |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 12. Which of the following best describes the reason a medical assistant should ensure good personal hygiene?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Demonstrate a professional appearance | b. | Protect clothing from materials | |  | c. | Protect patients from dirty clothes | d. | Minimize body injury |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 10 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 13. Mrs. L. came into the office for her stitches to be removed by the medical assistant as scheduled. Mrs. L. said she had a fever and would need to see the physician. What is the primary personal attribute you need to deal with this situation?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Flexibility | b. | Dependability | |  | c. | Initiative | d. | Effective communication |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *REFERENCES:* | Page 12 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 14. Which of the following courses is NOT included in an accredited medical assistant program?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Administrative courses | b. | Clinical courses | |  | c. | General courses | d. | Accounting courses |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *REFERENCES:* | Page 7 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 15. Your friend asks you what kind of “clinical” courses you are taking. Which of the following would NOT be included on that list?   |  |  |  | | --- | --- | --- | |  | a. | Urine and blood testing in the laboratory | |  | b. | Anatomy and physiology | |  | c. | Pharmacology/administration of medications | |  | d. | Assisting with minor surgery |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *REFERENCES:* | Page 7 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 16. Why do you need a credential?   |  |  |  | | --- | --- | --- | |  | a. | A credential allows you to work in your state. | |  | b. | A credential is required for graduation. | |  | c. | A credential signifies recognition of competency. | |  | d. | A credential guarantees a job. |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Moderate | | *REFERENCES:* | Page 14 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 17. Which of the following is NOT one of the three terms used to define the transition period between the classroom and actual employment for the medical assistant?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Practicum | b. | Residency | |  | c. | Externship | d. | Internship |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 7 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 18. The CARE bill set specific requirements that needed to be met by all persons performing medical imaging procedures. On  which of the following dates was the bill introduced to the senate?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | March 1, 2007 | b. | January 1, 2007 | |  | c. | March 30, 2007 | d. | January 30, 2007 |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 17 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 19. Which of the following is NOT an expectation of a student at their practicum site?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Punctuality | b. | Openness to criticism | |  | c. | Pay | d. | Mindfulness of patient confidentiality |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 8 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 20. An individual who graduated from a CAAHEP-accredited medical assistant program and successfully passes the certification exam through the AMT has earned which of the following credentials?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | CMA (AAMA) | b. | CMAS | |  | c. | CMA | d. | RMA |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 15 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 21. Which of the following does a license do?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Protects the practitioner from lawsuits | b. | Indicates that a student has completed his practicum. | |  | c. | Defines scope of practice | d. | Indicates that a student meets the criteria outlined in the CARE bill |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 17 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 22. Which of the following does regulation NOT ensure?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | Competence of health care providers | b. | Minimum standard of skill | |  | c. | Limiting of performance of certain procedures to a specific occupation | d. | Minimal standard of empathy and initiative |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 16 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| *Identify each of the following as* voluntary *or* mandatory*.*   |  |  | | --- | --- | | a. | voluntary | | b. | mandatory |  |  |  | | --- | --- | | *DIFFICULTY:* | Easy | | *REFERENCES:* | Page 16 | | *QUESTION TYPE:* | Matching | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 9/28/2016 3:28 PM | | *DATE MODIFIED:* | 9/28/2016 3:28 PM | |

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| 23. Licensure   |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | |

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| 24. Registration   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |

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| 25. Certification   |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | |