

## Chapter 01 An Overview of PrimeSUITE's Practice Management and Electronic Health Record Software

### Multiple Choice Questions

1. Of the following, which is not an application of an EHR system?

- A. capture of past social history
- B. capture of medication allergies
- C. capture of insurance policy number
- D. ability to send a prescription electronically

An EHR system does not have a function to capture an insurance policy number; that would be part of a practice management program.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.6 Describe various types of content maintained in a patient's medical record*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

2. Dr. Evans' office has computerized the following functions: appointment scheduling, charge capture, collections, and reporting. These are all found in which type of software?

- A. electronic health record
- B. compliance reporting
- C. database management
- D. practice management**

Practice management software allows an office to computerize functions such as appointment scheduling and collections.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.1 Discuss pros and cons of various types of appointment management systems*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

3. Christine Simmons arrived for her appointment with Dr. Shumaker 20 minutes ago. The healthcare professional has just left the room after taking Christine's vital signs and medical history. What will be the next step in Christine's flow through the overall process?

- A. check-in
- B. clinical support
- C. care provider**
- D. check out

After vital signs and history are taken, a patient will see a care provider.

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

4. Jesse Lopez is a healthcare professional at Green Springs Internal Medicine. He has just finished submitting claims to Blue Shield for patients seen yesterday. Jesse was performing what type of function?

- A. assessment
- B. registration
- C. administrative**
- D. clinical

All functions related to billing, including filing medical claims, are administrative.

*ABHES: 8.c Process insurance claims*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: VI.C.9 Describe indexing rules*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

5. Sean Brown is a new care provider and has never before used PrimeSUITE. He is frustrated, and though you have been trying to help him, he is still having difficulty. What would be sound advice to give to Dr. Brown?

- A. Direct him to the User's Guide in PrimeSUITE and show him the index, contents, and search features**
- B. Have him call the PrimeSUITE 24 hour help line to speak with a live technician
- C. Have him ask one of the other care providers in the practice for assistance
- D. Make arrangements to meet him at the office on a Saturday to teach him how to use the system

PrimeSUITE's User's Guide allows people to search for and familiarize themselves with many of the program's functions independently.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 2 Medium*

*Learning Outcome: 01.05*

*Topic: Use of the Help Feature*

6. You are a registrar in the admitting office of a hospital; a patient presents to register for an outpatient laboratory test. What will you first access to determine if that patient has ever been seen at that hospital before, or whether you must register him for the first time?

- A. master list
- B. master patient (person) index**
- C. diagnosis index
- D. account summary

The master patient (person) index is a comprehensive roster of all patients ever receiving care in a hospital setting.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: I.B.1 Monitor and apply organization-wide health record documentation guidelines.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

7. Physicians' practices sometimes use a service to check for errors on claim forms prior to submitting a claim to the insurance company. The service that processes insurance claims is a/an:

- A. billing service
- B. coding service
- C. clearinghouse**
- D. fiscal intermediary

A billing service processes insurance claims.

*ABHES: 8.c Process insurance claims*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: VII.C.7 Describe how guidelines are used in processing an insurance claims*

*CAHIIM: I.D.3 Support accurate billing through coding, chargemaster, claims management, and bill reconciliation processes.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

8. Roberta is a healthcare professional at Dr. Ingram's office. She has a patient on the phone who wants to make an appointment with Dr. Ingram. What will Roberta take into consideration when looking for an open appointment time?

- A. the patient's schedule
- B. the reason for the patient's visit**
- C. the patient's age
- D. Dr. Ingram's vacation schedule

Before making an appointment, the receptionist needs to know the condition or symptom(s) for which the patient is being seen before determining the amount of time allotted for each appointment.

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

9. Pieces of data which identify a patient and include such items as name, address, and date of birth are considered what types of data?

- A. demographic**
- B. administrative
- C. clinical
- D. financial

Identifying data, such as name, address, and date of birth, is also called demographic data.

*ABHES: 4.a Follow documentation guidelines*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.6 Describe various types of content maintained in a patient's medical record*

*CAHIIM: I.A.1 Collect and maintain health data (such as data elements, data sets, and databases).*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

10. Which of the following is not a type of medical insurance?

- A. Medicare
- B. Tricare
- C. Self-pay from patient
- D. Workers' Compensation

Patient self-pay is not a type of medical insurance; Medicare is a federal program covering the elderly and disabled; Tricare is coverage for military; and Workers' Compensation covers work-related injuries or illnesses only.

*ABHES: 8.c Process insurance claims*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: VII.C.1 Identify types of insurance plans*

*CAHIM: I.D.3 Support accurate billing through coding, chargemaster, claims management, and bill reconciliation processes.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

11. PrimeSUITE uses a single \_\_\_\_\_ to document administrative and clinical data on each patient.

- A. payer system
- B. log on
- C. database
- D. master patient (person) index

PrimeSUITE uses a single database to house data so that data such as provider's name, insurance data, etc. does not need to be entered more than once, and if changes are made, the changes carry over to the clinical and administrative databases, as necessary.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIM: IV.A.1 Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.*

*CAHIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

12. Though the costs of implementation will be high, which record-keeping costs will be less as a result of implementing an electronic health record?

- A. training costs
- B. cost of folders and clips to file each record**
- C. transcription costs
- D. copying costs

Moving to an electronic health record lessens the need for many office supplies used to house records, such as folders and clips for each file. Training costs will increase; transcription costs may or may not be affected, depending on the use of dictation within an electronic record; and copying costs may decrease, though not necessarily.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

13. Of the following, which contributes to the high cost of electronic health records for the software service provider?

- A. training costs
- B. hardware costs
- C. research and development costs**
- D. All of the above contribute

Training and hardware costs are incurred by the care provider or healthcare facility. Research and development costs are incurred by the software service provider.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

14. Which of the following statements accurately describes duplicate patient registration entries in an electronic health record system?

- A. it is impossible to duplicate a patient registration in an electronic system
- B. duplicate patient registrations can occur if the patient's name was misspelled or the patient was previously registered under a different name**
- C. duplicate registrations are not a problem in an electronic health record
- D. there is no need for the registration process within the electronic health record system

An EHR system must have a registration process, either as a part of the practice management system or as part of the EHR software itself. It is important not to have duplicate registrations, otherwise a unit record for each patient does not exist. Patients who have been seen previously and used another name (such as a maiden name) or errors in spelling can both result in duplicate registrations within the EHR.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

15. Which of the following EHR applications may be more beneficial and efficient for the patient?

- A. ePrescribing**
- B. dictating rather than hand-writing the record
- C. report-writing applications
- D. interoperability capability

ePrescribing is more efficient for a patient, since they are able to pick up prescriptions sooner, and there are more safeguards in place regarding drug-drug and drug-food interactions.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*



16. What must a care provider do before he/she will see the benefits of an EHR in relation to time spent documenting each patient's visit?

- A. hire a scribe
- B. dictate all of his/her notes
- C. use a fill-in-the blank form and then transfer the notes into the EHR
- D. devote time to learning the new system**

Hiring a scribe may eventually be done so that the physician can examine the patient rather than type in the computer, but he/she still needs to know the system so that the verbal dictation to the scribe is done in a logical manner; dictation would still take him the care provider's time; using a form and then transferring the notes into the EHR would be re-work and a time waster.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 3 Hard*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

17. Research has shown what, in relation to the use of an EHR?

- A. care providers have embraced the use of EHR software willingly
- B. there has been decrease in medical errors through use of EHR software**
- C. patients whose care provider uses an EHR are less likely to be involved in their own care
- D. there has been an increase in staff turnover since EHRs have become more popular

Through the immediate availability of data about each patient, medication errors have decreased.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

18. Which of the following is *not* clinical information?

- A. patient's weight
- B. medication list
- C. age**
- D. physical exam

A patient's age is not clinical information.

*ABHES: 4.a Follow documentation guidelines*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.6 Describe various types of content maintained in a patient's medical record*

*CAHIIM: I.A.1 Collect and maintain health data (such as data elements, data sets, and databases).*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

19. A care provider is dictating a progress note into speech recognition while the patient is being seen. This dictation is occurring:

- A. after the physical exam
- B. at the point of care**
- C. retrospectively
- D. instantaneously

Speech recognition technology allows a care provider to dictate information at the time care is being provided.

*ABHES: 4.a Follow documentation guidelines*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

20. Medical providers are able to share information between/among one another if they use an electronic health record in their office. In PrimeSUITE this application is known as:

- A. PrimeSPEECH
- B. PrimePATIENT
- C. PrimeEXCHANGE
- D. PrimeRESEARCH

The PrimeEXCHANGE function allows providers to share information. PrimeSPEECH allows physicians to dictate their notes; PrimePATIENT is the electronic health record; PrimeRESEARCH is the part of the software where current trends in treatment and similar topics are available to the care provider.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

21. The documentation of a patient's office visit is often referred to as a/an:

- A. Discharge summary
- B. Physical exam
- C. History of present illness
- D. Progress note

The progress note includes such detail as the physical exam and the history of present illness, thus they are included in the progress note. Discharge summary is terminology used to document a patient's inpatient stay as opposed to a patient's outpatient visit with a physician.

*ABHES: 4.a Follow documentation guidelines*

*ABHES: 8.a Gather and process documents*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.6 Describe various types of content maintained in a patient's medical record*

*CAHIIM: I.A.2 Conduct analysis to ensure that documentation in the health record supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

22. The feature in PrimeSUITE which guides the user about how specific functions or applications work is known as:

- A. PrimeASSISTANCE
- B. Help**
- C. PrimeGUIDE
- D. PrimeLOCATION

PrimeSUITE's help feature is known simply as Help.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.05*

*Topic: Use of the Help Feature*

23. Which of the following is *not* a benefit of an electronic health record, according to the Greenway Medical web demonstration?

- A. improved patient care
- B. improved patient satisfaction
- C. improved retention of staff**
- D. improved profitability

Adopting an EHR system will not necessarily improve staff retention.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

24. During the history of present illness, the healthcare professional asks Ron Albertson for his preferred pharmacy. The healthcare professional then enters the information into PrimeSUITE. After the care provider has examined and diagnosed Mr. Albertson, he prescribes Amoxicillin and electronically sends the prescription to Mr. Albertson's chosen pharmacy without having to enter any additional information into the ePrescribe module. This is an example of:

- A. interoperability
- B. interfacing
- C. profitability
- D. seamlessness

Interoperability refers to multiple products working together in a single database.

*ABHES: 4.a Follow documentation guidelines*

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: III.B.3 Release patient-specific data to authorized users.*

*CAHIIM: IV.A.1 Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

25. The first step of the information chain in an electronic system is:

- A. Patient is checked-in
- B. Patient makes the appointment
- C. Insurance verification is performed
- D. Co-pay is collected

Before any information can be documented, the patient must first make an appointment.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

26. Posting patient charges occurs during which step(s) of the process in an office setting?

- A. scheduling an appointment
- B. care provider sees the patient
- C. check-out desk**
- D. orders tracking

Scheduling an appointment is the first step, and therefore no charges have been incurred as of that point; after the care provider has seen the patient, and he goes to the check-out desk with the encounter form (superbill), then the charges are posted. Orders tracking is a different function altogether, and is not related to charging.

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

27. You are a healthcare professional at Greensburg Medical Center and you have just shown a patient, Mrs. Clark, to the check-out desk, where the billing coordinator had just taken the encounter form (superbill) for the visit. Dr. Daniels came to the window and stated that Mrs. Clark left the exam room before receiving her flu shot. What will occur in this case?

- A. Mrs. Clark has already given the encounter form to the billing coordinator so she will need to make another appointment
- B. Mrs. Clark will be taken back to the exam room, and will be given a flu shot, but she will not be charged since she has actually already checked-out
- C. Mrs. Clark will be taken back to the exam room, will be given the shot by the healthcare professional, who will document it in Mrs. Clark's record, and will update the encounter form to reflect the charges for the flu shot, at which point Mrs. Clark will return to the check-out desk**
- D. Mrs. Clark will be taken back to the exam room, will be given the shot by the healthcare professional, and she will be free to leave

The healthcare professional must document in the chart that the shot was administered and the encounter form is updated to reflect all charges.

*ABHES: 4.a Follow documentation guidelines*

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: I.A.1 Collect and maintain health data (such as data elements, data sets, and databases).*

*CAHIIM: I.A.3 Apply policies and procedures to ensure the accuracy of health data.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

28. PrimeSUITE is what kind of computer software?

- A. Practice Management
- B. Practice Management and Electronic Health Record**
- C. Electronic Health Record
- D. Registration/Admission/Discharge/Transfer

PrimeSUITE is a combined Practice Management and EHR software.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

29. Of the following, which does not need to be sent to an insurance company on the CMS-1500 claim form?

- A. Patient's full name
- B. Patient's address
- C. History of present illness**
- D. Patient's date of birth

Past medical history does not need to be sent to an insurance company; only certain identifying information, insurance information, and ICD and CPT codes describing the diagnoses and services provided are sent on the CMS-1500 claim form.

*ABHES: 8.c Process insurance claims*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: VII.C.7 Describe how guidelines are used in processing an insurance claims*

*CAHIIM: I.D.3 Support accurate billing through coding, chargemaster, claims management, and bill reconciliation processes.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*



30. The steps listed below are carried out by which staff during an office visit?

Patient Arrives for visit > Update Patient Information > Check In and Collect Co-pay > Start Patient Tracking

- A. Exam by Care Provider
- B. Medical Assistant/Nurse
- C. Billing staff
- D.** Registration/Front-Desk

The Registration or Front Desk staff is responsible for the check-in and updating process.

*ABHES: 4.a Follow documentation guidelines*

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: I.A.1 Collect and maintain health data (such as data elements, data sets, and databases).*

*CAHIIM: I.A.3 Apply policies and procedures to ensure the accuracy of health data.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

31. Joyce Burke is a healthcare professional working at Greenway Medical. She is responsible for compiling insurance claims and checking them for completion. Which area of the office does Joyce work in?

- A.** Business Office
- B. Check-out Desk
- C. Front Desk
- D. Clinical Support

The Business Office works with insurance claims.

*ABHES: 1.b Compare and contrast the allied health professions and understand their relation to medical assisting*

*ABHES: 8.c Process insurance claims*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: I.A.1 Collect and maintain health data (such as data elements, data sets, and databases).*

*CAHIIM: I.A.3 Apply policies and procedures to ensure the accuracy of health data.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

## Chapter 01 - An Overview of PrimeSUITE's Practice Management and Electronic Health Record Software

The screenshot displays the PrimeSuite Greenway MU5 Desktop interface. The top menu bar includes File, A/R Management, Chart, Registration, Reporting, Schedule, System, and Help. The left sidebar contains sections for Orders, Task List, Patient List, Patient Charts, and Customize Desktop. The main area shows a patient appointment schedule for 02/12/2011, filtered by 'Multi-Chart Test'. The schedule table lists appointments for 02/14/2011, including patients Washington, Kenneth; Gonzalez, Sylvia; Miller, John; and Ortega, Juan C., with their respective appointment times and resources. The bottom status bar shows the system time as 4:33 PM.

Appt. Date	Appt. Time	Patient Name	Patient ID	Appointment Type	Resource
		Gonzalez, Sylvia	19892		
02/14/2011	10:30 AM	Washington, Kenneth	19891	(ROV) - New Patient Complete	Dr. Ingram
02/14/2011	11:30 AM	Gonzalez, Sylvia	19892	(UCOV) - Pap Only	Dr. Ingram
02/14/2011	12:30 PM	Miller, John	19890	(ROV) - Pre-OP Orr/Zeller	Dr. Ingram
02/14/2011	01:00 PM	Ortega, Juan C.	19896	(ROV) - New Patient Complete	Dr. Ingram

32. Of the menu items listed at the top of the screen, which will be used to determine what the shortcut F6 means in PrimeSUITE?

- A. A/R Management
- B. Help**
- C. Registration
- D. Reporting
- E. Schedule

The Help menu will be used to determine what the F6 shortcut means.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.05*

*Topic: Use of the Help Feature*

33. In the screenshot above, which patient is being seen for a Pap smear?

- A. John Miller
- B. Juan C. Ortega
- C. Kenneth Washington
- D. Sylvia Gonzalez**

Sylvia Gonzalez has an appointment for a Pap smear with Dr. Ingram.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Apply*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*

34. Of the following, which is an advantage of adopting an electronic health record?
- A. The cost of implementing an electronic system
  - B. The potential for interoperability with other computerized systems within the practice or hospital.**
  - C. The use of electronic health record systems has a high learning curve
  - D. An electronic record requires little time or effort by the office staff

Adopting an electronic health record has the potential to allow interoperability with other computerized systems in healthcare settings.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIM: III.B.3 Release patient-specific data to authorized users.*

*CAHIM: IV.A.1 Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.*

*CAHIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

35. Which of the following functions is carried out during the check-in steps?
- A. Healthcare professional takes medical history
  - B. Patient calls office for appointment
  - C. Update patient information**
  - D. Post patient charges

Any updates to patient information are made during the check-in steps.

*ABHES: 4.a Follow documentation guidelines*

*ABHES: 8.d Apply scheduling principles*

*Accessibility: Keyboard Navigation*

*Blooms: Understand*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

36. Which of the following is not a care provider?

- A. Medical Assistant
- B. Certified Nurse Practitioner
- C. Certified Nurse Midwife
- D. Dentist

A medical assistant is not a care provider.

*ABHES: 1.b Compare and contrast the allied health professions and understand their relation to medical assisting*

*Accessibility: Keyboard Navigation*

*Blooms: Remember*

*CAAHEP: IX.C.1 Discuss legal scope of practice for medical assistants*

*CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

## Short Answer Questions

37. You are the office manager of Prime Internal Medicine. You have been encouraging the three care providers in the practice to convert to an electronic health record. They have asked you to give your arguments for conversion to an electronic health record and to present it to them in written form by the end of the week. How will you argue the point for adoption of an EHR?

Answers will vary. Use of the EHR will result in better patient care; quicker turn-around-time for test results; ability to share information with other care providers when needed; ability to track information about patients more efficiently; ability to ePrescribe; built in speech recognition technology; potentially more secure than paper records.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Blooms: Apply*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

38. Give an example and explain why the processes outlined in the Clinical Staff/Care Provider Flowchart may need to be repeated once the patient checks out from her current visit.

Answers will vary. A response might be: Dr. Daniels ordered a chest x-ray and a CBC for her patient, Doreen Gray. Ms. Gray is going to have her tests done at the hospital. The x-ray report comes back from the radiology department on one date, and the CBC results come back a week later. Dr. Daniels will need to review the results for each of these and then take appropriate action (order meds, call patient with results, schedule a follow-up exam, etc.)

*ABHES: 4.a Follow documentation guidelines*

*Blooms: Analyze*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: Hard*

*Learning Outcome: 01.04*

*Topic: The Flow of Information from Registration through Processing of the Claim*

39. There is a high learning curve when implementing an electronic health record. Describe what this statement means.

Physicians are used to manually writing or dictating patients' health records; they are comfortable with that method and are reluctant to change, so learning a new system is not a priority. It takes a considerable amount of time to learn to efficiently collect information from the patient, examine the patient, and type the data into the computer, and speed only comes with practice. All staff members, not just care providers, need to learn how to learn all relevant sections of the EHR software.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Blooms: Analyze*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

40. You have been asked to speak at a local organization about the electronic health record. You have been asked "Why has it taken so long to use computerized health records - other industries have conducted business by computer for a long time." How will you answer?

Answers may vary. There have been security concerns, with the fear of hackers or viruses doing damage to the data; it takes a long time to learn how to use an electronic record; physicians feel it is too time consuming and too costly to implement an electronic system. Also, there had to be a uniform or standard computer language used in an electronic health record so that information can be shared with other care providers. The business aspects of healthcare (billing for instance) have been computerized for quite some time.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Blooms: Apply*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 3 Hard*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

41. Dr. Philips left Daniel James' chart in the office with him after she completed examining the patient. Doing so may cause concern. Why?

Answers may vary slightly. Daniel may remove some of the pages from his record. He may tamper with what is written by crossing out or adding to the written record. He may even walk out with it entirely.

*ABHES: 4.a Follow documentation guidelines*

*ABHES: 4.c Follow established policies when initiating or terminating medical treatment*

*Blooms: Analyze*

*CAAHEP: IX.C.13.j Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations*

*CAAHEP: IX.C.4 Summarize the Patient Bill of Rights*

*CAHIIM: I.B.2 Apply policies and procedures to ensure organizational compliance with regulations and standards.*

*Difficulty: 2 Medium*

*Learning Outcome: 01.02*

*Topic: Why Adopt Electronic Health Record Applications*

42. Name at least three functions that are carried out through the use of Practice Management software (be specific in your answer).

Keeping the appointment book/making appointments; registering the patient's administrative information; coding diagnoses and procedures; posting patient charges; generating patient statements; filing insurance claims, following up on accounts; running billing reports; managing overdue accounts. There should be **no** reference to any clinical functions such as vital signs, physical exam, taking the patient's history, order entry, ePrescribing, etc.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Blooms: Remember*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*Difficulty: 1 Easy*

*Learning Outcome: 01.01*

*Topic: Practice Management Applications*

43. Name at least three functions that are carried out through the use of Electronic Health Record software (be specific in your answer).

Recording a patient's history; recording vital signs; recording the chief complaint; recording physical exam; creating letters to other care providers; orders tracking; ePrescribing; problem list; documenting the patient's diagnosis and ordering procedures; document follow-up instructions; review and authenticate results of tests.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems*

*Blooms: Remember*

*CAAHEP: V.C.11 Discuss principles of using Electronic Medical Records (EMR)*

*CAAHEP: V.C.3 Recognize office policies and protocols for handling appointments*

*CAHIIM: IV.A.3 Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.*

*CAHIIM: IV.A.4 Apply policies and procedures to the use of networks, including intranet and Internet applications, to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.*

*CAHIIM: IV.A.5 Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for EHRs. (NEW)*

*Difficulty: 1 Easy*

*Learning Outcome: 01.03*

*Topic: Electronic Health Record Applications*