

MULTIPLE CHOICE

1. A service-based business is considered successful when:
 - a. current patients refer new patients.
 - b. it meets the needs of the people it serves.
 - c. dentists and dental auxiliaries work together to provide services.
 - d. bills are sent to patients in a timely manner.

ANS: B

A service-based business is considered successful when it meets the needs of the people it serves. Current patient referrals demonstrate patient satisfaction rather than a service-based business. Dentists and dental auxiliaries who work together to provide a service can be described as an effective dental healthcare team. Timely billing indicates an efficiently run office and translates to a profitable dental practice.

DIF: Recall REF: 2 OBJ: 1
TOP: CDA, General Chairside, VII. Office Operations

2. An additional _____ of education is required for a dentist to become a board certified specialist.
 - a. 12-18 months
 - b. 18-24 months
 - c. 2-4 years
 - d. 5-6 years

ANS: C

2-4 years of additional education is required for a dentist to become a board certified specialist. A dental specialist has completed an additional 2-4 years of education, following dental school.

DIF: Recall REF: 6 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

3. Several types of administrative assistants work in the dental office. Which of the following is responsible for ensuring compliance with industry standards?
 - a. The records manager
 - b. The office manager
 - c. The insurance clerk
 - d. The business manager

ANS: A

Duties of the records manager include ensuring compliance with industry standards. The office manager typically organizes and oversees the daily operations of the office staff. The insurance clerk oversees the filing of insurance claims. The business manager negotiates contracts and manages the fiscal operations.

DIF: Recall REF: 4 OBJ: 2
TOP: CDA, General Chairside, VII. Office Operations

4. Which of the following documents outlines the duties that may be performed by dental auxiliaries?
 - a. The Occupational Safety and Health Administration (OSHA) code
 - b. The State Administrative Code
 - c. The Bylaws of the American Dental Association
 - d. The State Dental Practice Act

ANS: D

The State Dental Practice Act outlines duties that can be performed by dental auxiliaries. OSHA codes identify hazardous duties for which a safety course must be completed before an employee can perform them. The State Administrative Code contains laws according to each specific state. The Bylaws of the American Dental Association provide the rules that govern the activities of the organization.

DIF: Recall REF: 10 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

5. The ADA Principles of Ethics and Code of Professional Conduct encompass five principles. Principle 3 is Beneficence, which means that the dentist has a duty to:
 - a. respect the patient's right to self-determination and confidentiality.
 - b. refrain from harming the patient.
 - c. promote the patient's welfare.
 - d. communicate truthfully.

ANS: C

Beneficence ("do good") means that the dentist has a duty to promote the patient's welfare, that is, a professional duty to act for the benefit of others. The duty to respect the patient's right to self-determination and confidentiality is Autonomy ("self-governance"). The duty of the dentist to refrain from harming the patient is Non-maleficence ("do no harm"). The duty of the dentist to communicate truthfully is Veracity ("truthfulness").

DIF: Recall REF: 11 OBJ: 7
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

6. Of the following dental specialists, which is most likely to receive a referral for wisdom tooth removal (extraction)?
- An oral pathologist
 - An oral surgeon
 - A prosthodontist
 - An oral radiologist

ANS: B

An oral surgeon specializes in dental extractions as well as surgical procedures of the head and neck. An oral pathologist specializes in diagnosing and treating oral disease, not dental extractions. A prosthodontist specializes in replacing lost or damaged tooth structure, not dental extractions. An oral radiologist specializes in radiographic imaging, not dental extractions.

DIF: Recall REF: 6 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

7. The patient's bill of rights provides for what provision when a patient is receiving treatment from a dental hygienist?
- The patient must be informed in advance of the type and expected cost of treatment.
 - The patient has the right to ask about alternative treatments.
 - The patient has the right to be informed of the advantages and disadvantages of planned treatment.
 - The patient has the right to see the dentist every time he or she receives dental treatment.

ANS: D

When patients are scheduled for procedures with the dental hygienist, the dentist must also be available at that time to see the patient. The patient has the right to be informed of treatment costs before all treatments are provided—not just when he or she is treated by a dental hygienist. The right to ask for alternative treatment applies to all care provided in the dental office—not specifically to treatment by a hygienist. This right also applies to all treatment given in the dental office.

DIF: Application REF: 12 OBJ: 9
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

8. Health Insurance Portability and Accountability Act of 1996 (HIPAA): The title of the act contains two major sections: *Portability and Accountability*. The *Portability* section of the Act guarantees that:
- electronic transactions and code sets can be used to transmit patient information.
 - protected health information (PHI) must be protected in all formats and in all locations; this includes the transfer of information in oral, written, and electronic formats and when stored (paper and electronic copies).
 - a person covered by health insurance by one employer can obtain health insurance through a second employer if he or she changes jobs.
 - patients have to sign a specific authorization before a covered entity can release their medical information to a life insurer, a bank, a marketing firm, or another outside business for purposes not related to their healthcare.

ANS: C

Portability provides for continuation of insurance when an individual changes jobs. Electronic transactions and code sets are one of the four sets of HIPAA standards covered in the accountability portion of the HIPAA regulations. Protected health information is covered under Federal Privacy Rules. Limits on use of personal medical information are covered under privacy rules, which require that specific authorization must be signed before information can be released.

DIF: Recall REF: 7 OBJ: 5
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

9. Written Privacy Procedures include descriptions of staff members who have access to PHI, how PHI will be used, and when it may be disclosed, and which of the following?
- Emergency circumstances when disclosure of health information may be made
 - Ensuring that any business associates who have access to PHI agree to the same limitations on the use and disclosure of PHI
 - Designation of an individual to be responsible for ensuring that procedures are followed
 - Appropriate disciplinary action to be taken if an employee fails to follow established procedures

ANS: B

Written Privacy Procedures include descriptions of staff members who have access to PHI, how PHI will be used, and when it may be disclosed, and ensures that any business associates who have access to PHI agree to the same limitations on the use and disclosure of PHI. Public Responsibilities (limited circumstances may require the disclosure of health information for specific public responsibilities) outline emergency situations. Designation of an individual to be responsible for ensuring that procedures are followed (Privacy Officer) is made under the Employee Training and Privacy Officer provision.

DIF: Recall REF: 9 OBJ: 5
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

10. The single most important role of the receptionist is _____.

- a. answering the telephone
- b. collecting patient data
- c. projecting a positive and helpful attitude
- d. managing incoming and outgoing mail

ANS: C

The single most important role of the receptionist is to help shape the patient's perception of the dental practice by being positive and helpful. Although answering the telephone is an important role, without a positive reception, patients may seek dental treatment elsewhere. Although collecting patient data is an important role, without a positive reception, patients may seek dental treatment elsewhere. Although managing incoming and outgoing mail is an important role, without a positive reception, patients may seek dental treatment elsewhere.

DIF: Recall REF: 4 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations

11. Which type of administrative assistant is responsible for tracking the progress of insurance claims?

- a. The records manager
- b. The insurance biller
- c. The appointment scheduler
- d. The business manager

ANS: B

The insurance biller, not the records manager, tracks the progress of insurance claims. The insurance biller monitors insurance claims to ensure that they are paid in a timely manner. The insurance biller, not the appointment scheduler, tracks the progress of insurance claims. The insurance biller, not the business manager, tracks the progress of insurance claims.

DIF: Recall REF: 4 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations

12. The bookkeeper records and maintains the accounts payable, which is a record of _____.

- a. the money that the dental practice owes to others
- b. outstanding fees that have been sent to a collection agency
- c. projected income of the dental practice for the fiscal year
- d. the money that patients have paid the dental practice

ANS: A

The accounts payable is a record of the money that the dental practice owes to others (payroll, taxes, and unpaid bills), not outstanding fees that have been sent to a collection agency.

DIF: Recall REF: 5 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations

13. Dentists who graduate from an ADA accredited dental school earn a(n) _____ degree.

- a. DDS
- b. DMD
- c. MDS
- d. Either A or B

ANS: D

Graduates from an ADA accredited dental school earn a DDS (Doctor of Dental Surgery) or a DMD (Doctor of Medical Dentistry) degree. An MDS degree is a masters degree awarded to a DDS or a MDS upon completion of specialized education and training. Graduates from an ADA accredited dental school earn a DDS (Doctor of Dental Surgery) or DMD (Doctor of Medical Dentistry) degree.

DIF: Recall REF: 6 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations

14. A dentist who specializes in young patients (newborn to 15 years old) is a(n) _____.

- a. prosthodontist
- b. periodontist
- c. pedodontist
- d. oral pathologist

ANS: C

A pedodontist specializes in the dental treatment of children. A prosthodontist specializes in tooth replacement, rather than pediatric dentistry. A periodontist specializes in oral soft tissue treatment, rather than pediatric dentistry. An oral pathologist specializes in oral disease, rather than pediatric dentistry.

DIF: Recall REF: 6 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

15. Which of the following is NOT a key role of the dental hygienist?

- a. Root planing, scaling, and polishing
- b. Replacing lost or damaged tooth structure
- c. Processing and evaluating radiographs
- d. Applying pit and fissure sealant

ANS: B

Replacing lost or damaged tooth structure is the specialty of a prosthodontist. Root planing, scaling, and polishing; processing and evaluating radiographs; and the application of pit and fissure sealant are clinical responsibilities of a dental hygienist.

DIF: Application REF: 6 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

16. Which of the following statements is *true*?

- a. The roving assistant has received additional training to provide more independent patient care.
- b. Procedures performed by an expanded function assistant are usually reversible.
- c. Some states may require licensure of the chairside dental assistant.
- d. The term *dental auxiliary* refers to the dentist.

ANS: B

Procedures performed by an expanded function assistant are usually reversible and can be redone if necessary. The expanded function, rather than roving, assistant has received additional training to provide more independent patient care. Some states may require the expanded function, rather than the chairside assistant, to receive licensure. The term dental auxiliary refers not to the dentist, but to other persons who provide a service in the dental practice.

DIF: Recall REF: 7 OBJ: 4
TOP: CDA, General Chairside, VII. Office Operations

17. Business issues of dental care are addressed in the portability section of the HIPAA Act of 1996. The accountability section of the Act allows individuals to carry their health insurance from one job to another to avoid a lapse in coverage.

- a. The first statement is true; the second statement is false.
- b. The first statement is false; the second statement is true.
- c. Both statements are true.
- d. Both statements are false.

ANS: D

Both statements are false: Business issues of dental care are addressed in the accountability section, and the portability section of HIPAA allows individuals to carry their health insurance from one job to another.

DIF: Recall REF: 7 OBJ: 5
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

18. More than 400 different transaction and code sets existed before HIPAA. How many transaction code sets are used today?

- a. 7
- b. 9
- c. 11
- d. 30

ANS: A

The HIPAA Act of 1996 standardized the different code sets, reducing the number of code and transaction sets from 400 to 7.

DIF: Recall REF: 8 OBJ: 5
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

19. The Security Rule requires that providers protect the _____ of electronic health information.

- a. integrity
- b. confidentiality
- c. availability
- d. all of the above

ANS: D

The Security Rule addresses the integrity, the confidentiality, and the availability of electronic health information

DIF: Recall REF: 9 OBJ: 5
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

20. Which of the following statements is *false*?

- a. Each state has its own Dental Practice Act.
- b. The dental assistant who moves from one state to another can continue to practice under the Dental Practice Act of the old state from which he/she moved.
- c. Dental laboratory technicians are accountable to the Dental Practice Act.
- d. Educational requirements, specific duties, and licensure requirements are included in the Dental Practice Act.

ANS: B

When a practitioner moves from one state to another, he/she is responsible to obtain any needed licenses and must adhere to the standards of the new state's Dental Practice Act.

DIF: Recall REF: 10 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

COMPLETION

1. The acronym PHI stands for _____ Health Information, in regard to the Privacy Rule as set forth by HIPAA.

ANS: Protected

DIF: Recall REF: 8 OBJ: 7
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

2. The acronym CODA stands for _____ on Dental Accreditation.

ANS: Commission

DIF: Recall REF: 11 OBJ: 10
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

3. _____ deals with the moral judgements as determined by a professional organization.

ANS: Ethics

DIF: Recall REF: 10 OBJ: 10
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

4. The acronym for the professional organization for dental assistants is _____.

ANS: ADAA

DIF: Recall REF: 12 OBJ: 10
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

5. The student organization sponsored by the U. S. Department of Education is _____.

ANS: HOSA

DIF: Recall REF: 13 OBJ: 10
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

MATCHING

Match the following ADA code of conduct with its corresponding action.

- a. Patient autonomy
- b. Non-maleficence
- c. Beneficence
- d. Justice
- e. Veracity

1. Keeping knowledge and skills current through continued education
2. Communicating without deception
3. Delivering dental care without prejudice
4. Protecting the patient's confidentiality
5. Treating the patient according to his/her desire, within bounds of acceptable treatment
6. Treating the patient in a timely manner
7. Referring the patient to a specialist
8. Placing priority on the patient's welfare
9. Maintaining intellectual integrity
10. Supporting activities that improve access to dental care for all members of society

1. ANS: B DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
2. ANS: E DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
3. ANS: D DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
4. ANS: A DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
5. ANS: A DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
6. ANS: C DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
7. ANS: B DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
8. ANS: C DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
9. ANS: E DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry
10. ANS: D DIF: Recall REF: 11 OBJ: 8
TOP: CDA, General Chairside, VII. Office Operations, D. Legal Aspects of Dentistry

TRUE/FALSE

1. A dental assistant may perform intraoral duties not outlined in the state's Dental Practice Act as long as he/she does so under direct supervision of the dentist.

ANS: F

It is illegal for a dental assistant to perform duties that are not assigned in the Dental Practice Act.

DIF: Application REF: 10 OBJ: 8

TOP: CDA, General Chairsides, VII. Office Operations, D. Legal Aspects of Dentistry

2. Prior to performing any duty identified by OSHA as hazardous, a dental employee must first take a safety course and pass a test administered by the employer.

ANS: T

Prior to an employee in a dental practice performing any duty that has been identified by OSHA to be hazardous, he/she must first take a safety course and pass a test administered by the employer.

DIF: Application REF: 10 OBJ: 6

TOP: CDA, General Chairsides, VII. Office Operations, D. Legal Aspects of Dentistry