**Healthcare Administration - 2016 SLC**

1)  The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ position where the last name is coded in a personal name.

A) fourth

B) third

C) first

D) second

2)  Which option is the act of assigning a file designation to records?

A) classifying

B) coding

C) sorting

D) disposition

3)  Common medical forms include a patient's health history and which one of the following?

A) social history

B) family's health history

C) spouse's social history

D) spouse's health history

4)  Moral guides for behavior are categorized as which one of the following?

A) ethics

B) etiquette

C) laws

D) professionalism

5)  What statement best describes the intent of the HIPAA law?

A) protect information about medical students from surveyors

B) protect patient information

C) promote electronic transfer of health information

D) promote academic accuracy in health documents

6)  Which one of the following would **not** be included in cleaning and preparing an area?

A) replace paper on examination table

B) dispose of paper coverings soiled by bodily fluids in a bio hazardous waste container

C) place soiled linens in bio-hazard bags

D) clean hard surfaces with a 50 percent bleach solution

7)  All of the following are examples of insurance fraud **except**:

A) charging for services that are medically necessary

B) billing for a more intense procedure than that provided

C) charging different rates to the uninsured than the insured patients

D) billing for services that were not provided

8)  What is the proper procedure to follow when a patient **cannot** make an appointment?

A) Call if the appointment was schedule within the first hour of the business day.

B) No action is needed unless the appointment was for late in the day.

C) Call the office as soon as you know you cannot make the appointment and reschedule.

D) Mail the doctor's office a note with apology.

9)  When scheduling an appointment, which onr of the following is **not** important?

A) phone number

B) city of birth

C) type of complaint

D) type of insurance

10)  How can office personnel protect patient privacy?

A) speak in normal voice when reviewing patient demographic data (residence, phone number, etc.)

B) cover patient files when another comes to the counter

C) post names on a screen to show who is next in line

D) announce full name when calling patients to come

11)  Which one of the following identifies a health maintenance organization?

A) managed care organization

B) hospital organization

C) sole proprietorship organization

D) individual organization

12)  A condition in which the circulatory system is **not** providing enough blood to all parts of the body causing the body's organs to fail to function properly is called:

A) burn

B) shock

C) cerebral vascular accident

D) musculoskeletal injury

13)  An artificial rupture of the amniotic sac is:

A) amoebic

B) aminotomy

C) amorphous

D) amniocentesis

14)  Which phrase best describes periodontitis?

A) branch of dentistry addressing tooth malformation

B) bad breath odor due to bacterial growth

C) bacterial destruction of the tooth

D) chronic Inflammation and of tissues around a tooth

15)  What part(s) of the word pericarditis describe where the injury is occurring?

A) peri

B) peri, card

C) peril, it is

D) card, it is

16)  Tachypnea is defined as:

A) severe labored breathing

B) decrease in number of respirations

C) respiratory rate greater than 40 respirations per minute

D) absence of breathing

17)  What is the medical root term that pertains to the liver?

A) “hepat-”

B) “hist(o)-”

C) “halluc-”

D) “hemat-”

18)  What does the medical suffix stasis mean?

A) stopping

B) resembling

C) incision

D) speech

19)  What does CHF stand for?

A) congeal heart function

B) comprehensive heart failure

C) congenital heart fatigue

D) congestive heart failure

20)  What does abduction mean?

A) removal of children from the home

B) balance weight within the middle region of the body

C) draw towards the middle

D) draw away from the middle

21)  What are essential actions in communication to protect patient confidentiality?

A) do not discuss any patient identifiers in the elevator

B) read the chart to the patient when asked by the patient

C) only look at patient information if they are family or a close friend

D) only talk about patient issues in the employee cafeteria with coworkers

22)  Age of consent is:

A) 18

B) varies

C) 17

D) 21

23)  Which term describes “the commission of an illegal act?”

A) misfeasance

B) feasance

C) malfeasance

D) nonfeasance

24)  What is the failure to behave as a reasonably prudent person would behave under similar circumstances?

A) negligence

B) malfeasance

C) liability

D) malpractice

25)  What does PHI stand for?

A) Personal Health Information

B) Personal Historical Investigation

C) Protected Health Information

D) Progressive Health Investigation

26)  Which one of the following is an example of improper legal behavior?

A) maintaining competence with continuing education

B) disrespect of patient's religion

C) promoting wellness behaviors

D) knowing and complying with scope of practice

27)  Which federal act requires hospitals to care for emergency patients regardless of pay?

A) ERISA

B) Hill-Burton

C) PPACA

D) EMTALA

28)  Which one of the following is covered under the Fair Labor Standards Act?

A) occupational safety

B) wage garnishment

C) minimum wage/overtime pay

D) family and medical leave

29)  Where would federal complaints of sexual harassment be filed?

A) Equal Employment Opportunity Commission

B) Benefits Review Board

C) Occupational Health and Safety Administration

D) Department of Labor

30)  What does HIPPA do?

A) ensures access to emergency services

B) protects confidential patient safety work product

C) protects privacy of individually identifiable health information

D) protects privacy of student education records

31)  A profession that focuses on disorders of the eye and vision is called:

A) ophthalmology

B) podiatry

C) otolaryngology

D) neurology

32)  Medications purchased without a prescription are known as which one of the following?

A) vaccines

B) over the counter

C) generic

D) narcotics

33)  A powerful tool that communicates what **cannot** be expressed in words is:

A) posture

B) touch

C) perception

D) listening

34)  When in doubt about confidentiality, the medical assistant should ask:

A) the patient

B) a supervisor

C) a co-worker

D) the physician

35)  Disorders of the eye and vision should be treated by a:

A) podiatrist

B) otolaryngolist

C) ophthalmologist

D) neurologist

36)  What should **never** be included in patient communication?

A) social security number

B) address

C) phone number

D) birth date

37)  What is an advantage of a hospital using a fax to communicate with a provider?

A) paper trail

B) misdirection

C) blocked transmissions

D) HIPPA considerations

38)  What would be an example of poor communication between a patient and healthcare professional?

A) pretending to understand a patient

B) using pictures and aids if necessary

C) ensuring that patient is attentive

D) using simple, easy-to-understand language

39)  Which would be an example or part of supportive listening?

A) Elicit patient’s beliefs and concerns about illness and treatment.

B) Discourage excessive input from patient.

C) Ignore possible perceptions of patients.

D) Expect good patients to do as they are told.

40)  Which one of the following terms identify the key components needed for the communication process to occur?

A) all of the above

B) receiver

C) sender

D) message

41)  The first step in ethical decision making is to:

A) identify the litigants

B) research the ethics approach

C) gather relevant information

D) complete the action

42)  A legally binding document that allows an individual to detail precise wishes about treatment is known as which one of the following?

A) health care power of attorney

B) grievance

C) consent

D) tort

43)  Which law allows for collection of taxes to funds state government programs?

A) Federal Insurance Contributions Act (FICA)

B) Federal Withholding Tax Act

C) Federal Unemployment Payment Tax (FUPT)

D) Federal Unemployment Tax Act (FUTA)

44)  The World Health Organization (WHO) promotes cooperation between:

A) nations to control and eliminate diseases worldwide

B) America and China to eliminate diseases

C) America and France to eliminate diseases

D) America and Europe to eliminate diseases

45)  AAMA was established in:

A) 1960

B) 1965

C) 1856

D) 1956

46)  The entire focus of ethics in the field of healthcare is brought into focus by:

A) ethical manner

B) ethical power

C) bioethics

D) medico ethics

47)  In a medical practice, what is the largest percent of income used to pay?

A) salaries

B) maintenance

C) advertising

D) supplies

48)  What is an example of variable costs in a medical practice?

A) rent

B) license fees

C) supply costs

D) depreciation of equipment

49)  In a system of bookkeeping, ledgers have three columns. The following questions relate to ledgers. Which one of the following data is identified in the LEFT column?

A) credits

B) debit

C) insurance payment pending

D) balance

50)  What statement best explains appropriate procedures for use of a petty cash fund?

A) receipts are provided for each withdrawal

B) personal IOU's do not exceed 40 percent of the fund

C) money is kept in sealed envelope

D) keeper of the fund audits his own actions

51)  If a patient has a second insurance that covers the remainder of the bill, it is called:

A) spousal insurance

B) supplemental insurance

C) primary insurance

D) second card insurance

52)  Medical insurance that covers medical care for certain qualifying low-income individual is:

A) Medicare

B) Medicaid

C) TRICARE

D) Blue Cross Blue Shield

53)  A wireless telephone that communicates through antenna towers is which one of the following?

A) cellular telephone

B) pay Pal

C) pay phone

D) speakerphone

54)  A patient calls the office to inquire about the Explanation of Benefits (EOB) they recently received from the insurance carrier. Which of the following data is included in all EOBs?

A) flex plan status

B) Medicare eligibility

C) CPT Code or description of service

D) diagnosis

55)  When are copayments collected from patients who participate in managed health care programs?

A) within ten days of visit

B) day after visit

C) day of visit

D) timing varies by carrier

56)  Which one of the following conditions may cause a referral by a primary care physician to be denied?

A) family history is incomplete

B) end of the year co-pays are not current

C) third party payor is not used by the specialty practice

D) medical necessity is not clearly identified

57)  Which one of the following is a benefit of patients using debit/credit cards to pay for procedures?

A) money is usually available within twenty-four hours

B) service to the patient is not delayed

C) office is not charged for processing the card

D) providers can increase their fees to cover bank fees assessed

58)  What term best describes fees for professional services?

A) quantum merit

B) debits

C) intermediate bills

D) charges

59)  What form is used to file a claim for insurance payment?

A) explanation of benefits

B) privacy statement

C) claim form

D) account statement

60)  What type of plan allows a person to use pre-tax dollars to help pay for qualified medical expenses?

A) flexible spending account

B) copay

C) insurance premium

D) deductible

61)  The succession of infection includes:

A) portal of entry, transmission, and portal of exit

B) infectious agent, reservoir host, portal of exit, mode of transmission, portal of entry, and susceptible host

C) infectious agent, portal of entry, and portal of exit

D) transmission, portal of entry, and reservoir host

62)  Acute infection is defined as:

A) slow onset of symptoms, but lasts a short time

B) rapid onset of symptoms, but lasts a short time

C) slow onset of symptoms, but lasts a long time

D) rapid onset of symptoms, but lasts a long time

63)  If you are calling to arrange a patient's care at another facility, what information will you need to have about the patient?

A) health record and insurance information

B) provider permission

C) prior billing statements

D) CMS 1500 and copy of his/her health forms

64)  The physician wants to review all outstanding debts of the practice. What file will she want to see?

A) third party payment status

B) accounts payable

C) income pending

D) accounts receivable

65)  What is the main purpose for use of medical records in a physician's office?

A) serves as supportive information in family genealogy efforts

B) provides a basis for managing patient care

C) identifies familial history related to specific diseases

D) separates family medical

66)  What process is used in filing medical records if two or more patient last names are identical?

A) use zip-code, state, city and street sequence.

B) use state, city and county sequence.

C) use street, city, state and county sequence.

D) use city, state, and street sequence.

67)  The owner of the medical practice has asked you to bring to her office all outstanding bills assessed to patients. What file should you bring?

A) accounts payable

B) accounts receivable

C) explanation of benefits

D) aging summary analysis

68)  What is **not** a primary part of a medical record?

A) technology history

B) family medical history

C) medical history

D) personal identification information

69)  Which filing process guideline below is **false**?

A) file regularly

B) periodically review the system

C) train all staff on a regular basis

D) large folders should always be used to prevent over-crowding

70)  How long should employee health records be retained on-hand?

A) 3 years

B) 10 years

C) 5 years

D) 2 years

71)  If hands are **not** visibly soiled, what is the recommended cleaning method?

A) surgical antisepsis

B) routine handwash

C) antiseptic handwash

D) antiseptic handrub

72)  Which one of the following processes is considered the first line of defense against the spread of infection?

A) hand washing

B) wearing a mask

C) use of alcohol wipes

D) using filtered vacuums

73)  What is **not** a standard for sharp disposal containers?

A) color coded

B) closeable

C) porous

D) properly labeled

74)  What is a disease transmitted by a certain kind of contact?

A) mitochondrial disease

B) parasitic disease

C) infectious disease

D) autoimmune disease

75)  Who oversees the manufacture, distribution, and use of disinfectants?

A) Food and Drug Administration

B) U.S. Department of Health and Human Services

C) Environmental Protection Agency

D) U.S. Department of Agriculture

76)  Gloves are **not** needed when:

A) handling/cleaning instruments

B) inserting or removing an IV

C) taking blood pressure

D) cleaning up spills of blood

77)  What is **not** a common bloodborne pathogen?

A) influenza

B) syphilis

C) hepatitis

D) HIV

78)  What class of cleaner destroys nearly all microbial life on objects or surfaces **except** bacterial spores?

A) antiseptics

B) disinfectants

C) sterilizing agents

D) non-antimicrobial soaps

79)  Where might a patient find a systemic infection?

A) swelling in the leg

B) anywhere throughout the body

C) congestion in the lung

D) localized in the stomach area

80)  What is usually the first part of the medical history interview?

A) recent exposure to air-borne contamination

B) family (immediate and extended) health issues

C) personality description

D) chief complaint

81)  All of the pertinent information gathered in the interview is charted. In what order is the data entered if SOAP charting is used?

A) subjective, objective, assessment, and plan

B) subjective, observations, assessment, and plan of care

C) subjective, objective, action, and plan

D) subjective, observations, actions taken, and plan

82)  Which one of the following is an example of objective information in the patient's chart?

A) patient's statement of past medical history

B) medical professional's note of a red, swollen mass in left lower quadrant

C) patient's statement of pain

D) medical professional's note that patient complained of pain

83)  What is the best approach to take when dealing with sensitive topics?

A) Casually voice personal opinions or stories about the topic.

B) Wait to bring up the topic until the patients current illness has been treated.

C) Ask non threatening questions in the beginning to help patient become comfortable.

D) Have all staff hold related questions until the physician meets with the patient.

84)  What is defined as the chief complaint?

A) consequences of payment plan

B) length of time patient kept waiting to be seen

C) problem that brings the patient to the medical provider

D) lack of courtesy of staff

85)  How frequently should the list of patient allergies by updated?

A) annually

B) monthly

C) each visit

D) every five years

86)  What is typically **not** included in the medical history?

A) income history

B) drug/allergy history

C) social history

D) travel history

87)  When checking vital signs, what factors are recorded about pulse?

A) rate, rhythm, volume

B) rate, character

C) rate

D) rate, respirations, rhythm

88)  Which vital sign is typically **not** included in the standard five?

A) blood pressure

B) mental status

C) temperature

D) pulse

89)  What is a medical order written by a doctor that instructs health care providers **not** to do cardiopulmonary resuscitation if breathing stops or if the heart stops beating?

A) CPR

B) patient chart

C) DNR

D) treatment plan

90)  What is the proper way to handle a mistaken entry in a patient chart?

A) use correction fluid to cover mistaken entry

B) tear page out and begin again,Â rewriting all information

C) erase and write the correct entry

D) draw a line through and mark with your institution’s accepted wording for error

91)  A \_\_\_\_\_\_\_\_ allows a user to add a sound bite to a computerized slide presentation.

A) microeconomics

B) microchip

C) microphone

D) macroeconomics

92)  A \_\_\_\_\_\_\_\_\_\_\_\_ is the screen used for displaying graphics and text.

A) metallic chip

B) monitor

C) mouse

D) memory chip

93)  All of the following area classified by the Clinical Laboratory Improvement Amendments of 1988 (CLIA'88) as categories of testing **except:**

A) moderate-complexity testing

B) waived testing

C) high complexity testing

D) minimum-complex testing

94)  Which one of the following medical care enhancements has made medical care in the United States faster and easier due to immediate availability of patient health history?

A) standardized instrument calibration procedures

B) quality control testing in laboratories

C) computerized billing

D) electronic medical record

95)  The Magnetic Resonance Imaging machine is an excellent resource for producing noninvasive images of soft tissue with no ionizing radiation. What is a major drawback to its use?

A) Due to zero ionization radiation, the table is extremely cold and uncomfortable.

B) The noise from the machine is so loud, patients complain of headaches during the exam.

C) It can't be used in patients with pacemakers or permanent hardware left in the body via surgical procedures.

D) Parents cannot accompany their child to the room due to the strong magnets.

96)  Which one of the following chemicals is **not** considered critical for proper growth of microorganisms?

A) calcium

B) nitrogen

C) sulfur

D) phosphorus

97)  What phrase best describes infectious waste?

A) wash cloth used to cool back of neck

B) items dampened with body fluids

C) wrap used to support strained ankle

D) uncapped bottle with diluted betadine solution

98)  All of the following diseases are considered caused by blood-borne pathogens **except**:

A) HBV

B) HCV

C) Humoral Sepsis

D) HIV

99)  How does a defibrillator support a patient in cardiac arrest?

A) determines a patient's resistance to cardiac infection

B) provides a replacement that actually causes the heart to beat in normal rhythm

C) delivers an electrical shock which causes the heart muscle fibers to contract in unison

D) records a patient's heart rhythm for 24-48 hours

100)  What peripheral software allows clinicians to transcribe their own medical records?

A) voice recorders

B) voice recognition

C) scanners

D) OCR

2016 SLC Healthcare Administration

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| --- | --- |
| 1) | C |
| 2) | B |
| 3) | B |
| 4) | A |
| 5) | B |
| 6) | D |
| 7) | A |
| 8) | C |
| 9) | B |
| 10) | B |
| 11) | A |
| 12) | B |
| 13) | B |
| 14) | D |
| 15) | A |
| 16) | C |
| 17) | A |
| 18) | A |
| 19) | D |
| 20) | D |
| 21) | A |
| 22) | B |
| 23) | C |
| 24) | A |
| 25) | C |
| 26) | B |
| 27) | D |
| 28) | C |
| 29) | A |
| 30) | C |
| 31) | A |
| 32) | B |
| 33) | B |
| 34) | A |
| 35) | C |
| 36) | A |
| 37) | A |
| 38) | A |
| 39) | A |
| 40) | A |
| 41) | C |
| 42) | A |
| 43) | D |
| 44) | A |
| 45) | D |
| 46) | C |
| 47) | A |
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| 52) | B |
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| 86) | A |
| 87) | A |
| 88) | B |
| 89) | C |
| 90) | D |
| 91) | C |
| 92) | B |
| 93) | D |
| 94) | D |
| 95) | C |
| 96) | A |
| 97) | B |
| 98) | C |
| 99) | C |
| 100) | B |