

# Product Training - Q1

The respondent's email (**hemitr@meditab.com**) was recorded on submission of this form.

✗ Who is our client audience for web EHR? \*

- ☐ In Patient + General Specialty
- ☐ Out Patient + General Specialty
- ☐ Out Patient + Dental
- ☒ Out Patient + Allergy
- ☐ In Patient + Allergy
- ☐ Out Patient + Urgent Care

✗

Correct answer

- ☒ Out Patient + General Specialty

✗ Do our clients admit patients? \*

- ☒ Yes
- ☐ No

✗

Correct answer

- ☒ No



✗ Would our clients care the patient admitted through emergency? \*

☒ Yes

☐ No

Correct answer

☒ No

✗ How do majority of the patients get insurance in USA? \*

☒ Through Government

☐ Self Buy from Market Place

☐ Through Employer Provided Options

Correct answer

☒ Through Employer Provided Options

✓ an Aged Person would be covered through which Option? \*

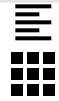
☒ Medicare

☐ Medicaid

☐ Commercial Insurance

✓ A person with less income would be covered through? \*

- ☐ Medicare
- ☒ Medicaid
- ☐ Commercial Insurance



✓ How many insurances one person can have? \*

- ☐ One Primary and One Secondary
- ☐ Only One Primary
- ☐ One Primary and one family plan
- ☒ Any



✓ John was insured through Low income Insurance of California State. Now he is moving to a new state, New York. Would he insured in New York through low income insurance? \*

- ☐ Yes
- ☐ No
- ☒ If his income is less then New York's Poverty Level



✓ Robin is having a knee pain. He wants to go to orthopedic surgeon and get checked. \*

- ☐ Yes, he can meet the orthopedic doctor
- ☒ No, he would have to get an approval from his insurance

✗ When would copay be generally collected? \*

- ☐ While booking appointment
- ☐ While checking the patient in
- ☒ While creating the charge for the visit

Correct answer

- ☒ While checking the patient in

✗ What is Copay? \*

- ☐ A Fixed amount patient has to pay for each visit
- ☒ A % of amount patient has to pay for each visit
- ☐ Any of the Above

Correct answer

- ☒ Any of the Above



✓ How is patient made liable to pay in case the insurance denies the payment? \*

- ☐ Through Verbal Commitment
- ☐ The insurance would compel the patient to pay
- ☒ Through Signed Financial Consent

✓ Which Feature is used to check whether the patient has active insurance or not? \*

- ☐ Authorization
- ☐ Identity Verification
- ☐ Claim Check
- ☒ Eligibility Check
- ☐ Benefits Check

✓ How can the staff check if the patient has active insurance or not? \*

- ☐ Call the Insurance
- ☐ Go to insurance's website and check
- ☐ Perform electronic check from application
- ☒ All of the Above
- ☐ None of the Above

✓ How do we store our client's data? \*

- ☐ One DB shared for all clients
- ☒ Each client having their own separate database
- ☐ Hybrid of both of the above



✓ Do we host separate front end and back end code for each client? \*

- ☐ Yes
- ☒ No
- ☐ Yes, if their database are separate



✓ How would the staff know if the provider is on lunch right now or not? \*

- ☐ They take up a meeting everyday morning and go through the whole day
- ☒ Through Provider's set availability in scheduler
- ☐ They would inform each other through messages



✗ Which one is the correct sequence? \*

- ☒ Find Slot -> Add Appointment Details -> Book Appointment -> Fill out forms -> Check In
- ☐ Find Slot -> Book Appointment -> Fill out forms -> Check In -> Fill out Forms
- ☐ Book Appointment -> Check Insurance -> Check In -> Collect Copay
- ☐ None of the Above
- ☐ All of the Above

Correct answer

- ☒ All of the Above



✗ Patient bar shows \*

- ☒ Demographics
- ☒ Allergies
- ☒ Diagnosis
- ☒ Vitals
- ☒ Insurance
- ☒ Immunizations
- ☒ Notes
- ☒ Problem List
- ☒ Lab Results
- ☒ All of the above

Correct answer

- ☒ Demographics
- ☒ Allergies
- ☒ Vitals
- ☒ Insurance
- ☒ Notes
- ☒ Problem List





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✓ Which date would be sent while checking the insurance details of the patient?

- ☐ Today's Date
- ☒ Date of the Appointment/Visit
- ☐ Any of the Above
- ☐ None of the Above

✗ Which insurance would be used while using the case? \*

- ☒ Worker Compensation Insurance
- ☐ Specialty related insurance
- ☐ Insurance stored in Case
- ☐ None of the Above

Correct answer

- ☒ Insurance stored in Case

✗ A clinic wants to store patient document in their own folder structure \*

- ☒ Not Possible
- ☐ Possible through setup

Correct answer

- Possible through setup

✓ John starts having rashes on skin once he consumes peanuts. John is having

- ☒ Allergy of the peanuts
- ☐ Diagnosis of the peanuts intolerance
- ☐ not having enough immunity



✓ John's problem list has diabetes listed as a problem \*

- ☐ John is having diabetes
- ☐ John's father is having diabetes
- ☐ John's mother is having diabetes
- ☒ Any of the above is possible



✗ John's father had an accident yesterday, should that go to john's problem list? \*

- ☐ Yes
- ☒ No, accidents are no hereditary
- ☐ Doctor decides

Correct answer

- ☒ Doctor decides



✓ Vaccine Schedules are prepared by \*

- ☐ Clinics
- ☐ Providers
- ☒ Government Agency CDC

✗ John and his father are at the clinic for a vaccine \*

- ☐ John needs a vaccine as per schedule
- ☒ if John is minor, john needs a vaccine else john's father might be needing a vaccine
- ☐ Can't say

Correct answer

- ☒ Can't say

✗ Body Length is used for \*

- ☒ Babies
- ☐ All Adults
- ☐ Anyone who can't stand up

Correct answer

- ☒ Anyone who can't stand up



✓ One Prescription can have \*

- ☒ only one medication
- ☐ multiple medication
- ☐ related medications can be combined



✓ Central Agency for Prescription \*

- ☐ X12
- ☒ Surescript
- ☐ CDC
- ☐ HL7
- ☐ Quest
- ☐ Lab Corp
- ☐ Clearing House
- ☐ None of the Above



✖ Central Agency for Insurance Claims \*

- ☒ X12
- ☐ Surescript
- ☐ CDC
- ☐ HL7
- ☐ Quest
- ☐ Lab Corp
- ☐ Clearing House
- ☐ None of the Above

Correct answer

- ☒ Clearing House



✗ Central Agency for Labs \*

- ☐ X12
- ☐ Surescript
- ☒ CDC
- ☐ HL7
- ☐ Quest
- ☐ Lab Corp
- ☐ Clearing House
- ☐ None of the Above

Correct answer

- ☒ None of the Above

✗ How can prescriptions be sent to pharmacies? \*

- ☐ Eletronically
- ☐ Papers
- ☐ Fax
- ☒ 1 and 2
- ☐ All - 1,2,3

Correct answer

- ☒ All - 1,2,3



✓ What can be part of assessment? \*

- ☐ Problem List
- ☐ Allergy
- ☐ Diagnosis for this visit
- ☐ 1 and 3
- ☒ All - 1,2,3

✗ What can be part of the plan? \*

- ☐ Prescription
- ☐ Followup
- ☐ Referral
- ☐ Lab Tests
- ☐ Vaccines
- ☒ 1,2,3 and 4
- ☐ All of the above

Correct answer

- ☒ All of the above





✓ How would provider convey that he only wants to see new patients in the morning \*

- ☐ Manually to Staff
- ☒ Via Reserved Slots
- ☐ Text Notes on the Slots

✗ What all can be possible Job Roles in a clinic? \*

- ☒ Front Desk
- ☒ Medical Assistant
- ☒ Provider
- ☒ Admin
- ☒ Supervisor
- ☒ Manager
- ☒ CEO
- ☒ Billing Manager
- ☒ Billing Admin
- ☒ Medical Supervisor
- ☒ All of the Above

Correct answer

- ☒ All of the Above



✓ How can your scheduler preferences be saved in application? \*

- ☐ through "Workflow Criteria" screen
- ☒ through Filter Criteria screen
- ☐ though Workflow configuration screen



✓ How would the application know the patient is in waiting or being attended?

- ☐ Through Visit Status of the Patient
- ☒ Through Patient Status of the Visit Status of the Patient
- ☐ Through Patient Status of the Patient



✗ The Timer would be running when \*

- ☐ When the patient is in waiting
- ☒ When the patient is being attended by the staff
- ☐ All the times

Correct answer

- ☒ All the times



✓ Insurance can be checked while \*

- ☐ Booking the appointment
- ☐ Checking the patient in
- ☒ All of the above

✗ What all is customizable by clinic \*

- ☒ Visit Status
- ☒ Visit Type
- ☒ Sex In Patient Demographics
- ☒ Patient Status in Visit Status
- ☒ Room List

Correct answer

- ☒ Visit Status
- ☒ Visit Type
- ☒ Room List



✗ How many times copay payment can be made? \*

- ☒ Only once at check in
- ☐ Only once at appointment
- ☐ one time at appointment, one time at check in
- ☐ Any number of times

Correct answer

- ☒ Any number of times



✗ Who would check the patient in? \*

- ☒ Front Desk
- ☐ Receptionist
- ☐ MA
- ☐ Provider
- ☐ 1 or 2
- ☐ None of the Above

Correct answer

- ☒ 1 or 2



✗ Who would usually collect the patient's vital? \*

- ☐ Front Desk
- ☐ Receptionist
- ☐ MA
- ☐ Provider
- ☒ 1 or 2
- ☐ None of the Above

Correct answer

- ☒ MA

✗ Who would usually record the patient's history? \*

- ☒ Front Desk
- ☐ Receptionist
- ☐ MA
- ☐ Provider
- ☐ 1 or 2
- ☐ None of the Above

Correct answer

- ☒ MA



✓ Who would usually create superbill \*

- ☐ Front Desk
- ☐ Receptionist
- ☐ MA
- ☒ Provider
- ☐ 3 or 4
- ☐ None of the Above



✓ Who would usually do assessment & plan \*

- ☐ Front Desk
- ☐ Receptionist
- ☐ MA
- ☒ Provider
- ☐ 3 or 4
- ☐ None of the Above



✗ A provider has to create superbill and then sign off the visit so billing can be started \*

- ☒ Yes
- ☐ No, just creating superbill is enough, visit note not signed off is not an issue
- ☐ No, signing off visit note is enough. the billing can be started without superbill in some clinics
- ☐ can't say, depends on the clinic

Correct answer

- ☒ can't say, depends on the clinic

✓ Which screen is used most by front desk \*

- ☐ Scheduler
- ☐ Patient chart
- ☒ Check In check Out
- ☐ Visit Note

✓ Which screen is used most by provider \*

- ☐ Scheduler
- ☐ Patient chart
- ☐ Check In check Out
- ☒ Visit Note



✗ Which screen is used most by Medical Assistants \*

- ☐ Scheduler
- ☒ Patient chart
- ☐ Check In check Out
- ☐ Visit Note
- ☐ 3 or 4

Correct answer

- ☒ 3 or 4



✗ Can a patient see doctor without an appointment? \*

- ☐ Yes
- ☒ No

Correct answer

- ☒ Yes





✗ one Appointment would have \*

☐ 1 Visit note

☒ Multiple Visit notes

☐ 0 or 1 Visit note

Correct answer

☒ 0 or 1 Visit note

✓ Can a provider have medical history form in his view of visit note? \*

☒ Yes

☐ No

✓ How can MA communicate to the provider regarding an update on the patient's allergy? \*

☐ Personally when he hands over the patient to the provider

☐ through highlight feature

☐ through comment feature

☒ All of the Above



✗ How can we customize visit note layout? \*

- ☒ Layout Configuration
- ☐ Screen Builder
- ☐ Custom Form Builder
- ☐ Screen Builder and Layout Configuration
- ☐ Workflow
- ☐ Workflow Configuration
- ☐ Workflow and Workflow Configuration

Correct answer

- ☒ Screen Builder and Layout Configuration



✗ How can we customize Left hand menu options in screens like To Be Billed? \*

- ☐ Layout Configuration
- ☐ Screen Builder
- ☒ Custom Form Builder
- ☐ Screen Builder and Layout Configuration
- ☐ Workflow
- ☐ Workflow Configuration
- ☐ Workflow and Workflow Configuration

Correct answer

- ☒ Workflow and Workflow Configuration



✗ Can I use the same prescription in two assessments? \*

☒ No

☐ Yes

Correct answer

☒ Yes



✗ From where would I add a section or a form on my visit note? \*

☒ Custom Form Builder

☐ Screen Builder

☐ Workflow

Correct answer

☒ Screen Builder



✗ Which all mediums the application support for communication? \*

- ☐ Fax
- ☐ Email
- ☐ Text
- ☐ Voicemail
- ☐ Chat
- ☒ All of the Above

Correct answer

- ☒ Fax
- ☒ Email
- ☒ Text
- ☒ Voicemail



✓ Which one of below would usually have more and correct information to be sent for claims? \*

- ☐ Superbill
- ☐ Visit Note
- ☒ Charge Posting



✗ A provider has added two services in the superbill and 2 diagnosis for each, \*  
of them. What can the biller do?

- ☒ Change the services and Dx, cannot add a 3rd service
- ☐ Change the services and Dx, can add more services , can't delete the services added by provider
- ☐ Change Dx only, can't change services
- ☐ Whatever the biller wants

Correct answer

- ☒ Whatever the biller wants

✗ From where the biller would start his flow usually? \*

- ☒ Superbill
- ☐ To be billed
- ☐ Charge Posting

Correct answer

- ☒ To be billed

✗ Which codes are used for Services? \*

- ☐ NDC
- ☐ ICD
- ☐ CPT
- ☐ CDC
- ☒ X12
- ☐ HL7
- ☐ LOINC

Correct answer

- ☒ CPT

✗ Which codes are used for diagnosis? \*

- ☐ NDC
- ☐ ICD
- ☐ CPT
- ☐ CDC
- ☒ X12
- ☐ HL7
- ☐ LOINC

Correct answer

- ☒ ICD

✗ Which codes are used for Drugs? \*

- ☐ NDC
- ☒ ICD
- ☐ CPT
- ☐ CDC
- ☐ X12
- ☐ HL7
- ☐ LOINC

Correct answer

- ☒ NDC

✗ Which codes are used for Vitals? \*

- ☐ NDC
- ☐ ICD
- ☐ CPT
- ☐ CDC
- ☒ X12
- ☐ HL7
- ☐ LOINC

Correct answer

- ☒ LOINC

✓ Who decides the standards for Claims? \*

- ☐ NDC
- ☐ ICD
- ☐ CPT
- ☐ CDC
- ☒ X12
- ☐ HL7
- ☐ LOINC



✓ Which screen would be used to generate and send claims first time for the service? \*

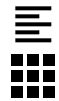
- ☐ Claim Tracking
- ☐ Batch Tracking
- ☒ Ready to Claim





✓ What does EOB stands for? \*

- ☐ Electronic Objection of Benefits
- ☐ Explanation Of Beneficiary
- ☒ Explanation of Benefits
- ☐ Example of Benefits
- ☐ Explanation of Bounty



✓ What does ERA stands for? \*

- ☐ Electronic Remittance Adjustment
- ☒ Electronic Remittance Advice
- ☐ Explanation of Remittance Advice
- ☐ Electronic Result Advice
- ☐ Electronic Result Adjustment



✓ Which standard is used for sending paper claims? \*

- ☐ X12 837
- ☒ CMS 1500
- ☐ CDC 1500
- ☐ CMK 1500
- ☐ CMS 1550
- ☐ CDC 1550



✓ How would the clinic receive the payment from insurance? \*

- ☐ Cash
- ☐ Check
- ☐ Electronic Fund Transfer
- ☒ Any of the Above



✗ When would clinic receive payment from insurance? \*

- ☒ With EOB
- ☐ Before EOB
- ☐ After EOB
- ☐ Any of the Above

Correct answer

- ☒ Any of the Above



✗ What does AR stands for? \*

- ☒ Amounts Receivable
- ☐ Accounts Receivable
- ☐ Accounts Review
- ☐ Amounts Review
- ☐ Accounts Result
- ☐ Amounts Result

Correct answer

- ☒ Accounts Receivable





✗ What all can happen after response from primary insurance? \*

- ☐ Transfer pending amount to secondary
- ☒ Transfer pending amount to patient
- ☐ correct and resubmit the claim again to primary
- ☐ appeal to primary
- ☐ All of the above

Correct answer

- ☒ All of the above



✓ The insurance is not going to pay as the services are not covered for the patient, hence the claim is

- ☐ Rejected
- ☐ Rejected for payment
- ☒ Denied



\*



✗ There was some error in information hence the insurance was not able to start the process, hence the claim is ★ \*

☐ Rejected

☒ Rejected for payment

☐ Denied

Correct answer

☒ Rejected



✓ Where is the insurance's payment related information stored for each service \*

☐ With Insurance, we don't get it

☒ Fee Schedule

☐ Fee Structure



✓ The Clinic would charge more because \*

☐ They don't know the latest allowed amount from insurance

☐ They don't want to maintain the updated amounts

☒ Both of the Above



✗ If 100 is pending to be claimed from Medicare and 100 is pending to be claimed from Commercial insurance, which should be picked first and why? \*

- ☒ Medicare as it is tough to extract payment from govt
- ☐ Commercial as it is tough to extract payment from them
- ☐ Commercial as it has less number of days to send claim
- ☐ Medicare as it has less number of days to send claim

Correct answer

- ☒ Commercial as it has less number of days to send claim

✗ Showing the Chronological record of what happened for one service \*

- ☒ AR
- ☐ Patient Ledger
- ☐ Charge Posting
- ☐ Insurance Payment Posting
- ☐ Patient Payment Posting

Correct answer

- ☒ Patient Ledger

✗ Patient Statements are send \*

- ☐ every 30 days
- ☐ every 60 days
- ☐ once the payment is received from primary insurance
- ☐ At regular interval
- ☒ Every 15 days

Correct answer

- ☒ At regular interval

✓ which one should be picked first \*

- ☒ Pending amount of 100 from Patient
- ☐ Pending amount of 100 from Medicare
- ☐ Pending amount of 100 from commercial Insurance

✓ Can a bill be created for an appointment? \*

- ☐ No
- ☒ Yes

✓ What would be used to get a holistic view of the clinic \*

- ☐ Dashboard
- ☐ Reports
- ☒ Both of the Above



✓ 15 minutes of new patient visit and 15 minutes of follow up patient visit \*

- ☐ Would have same payment as both are of 15 minutes
- ☒ would not have same payment as both requires different level of efforts



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