|  |  |
| --- | --- |
| **HEALTH CARE ADMINISTRATION** | |
| |  |  | | --- | --- | | 1) | How often should you order supplies in the medical office? | |  | A) third is gone | |  | B) all of it is gone | |  | C) three quarters is gone | |  | D) first half of box, tube, etc. is gone | |  |
|  | |
| |  |  | | --- | --- | | 2) | What is the most common way to clean medical instruments? | |  | A) sterilization | |  | B) ultrasonic cleaning | |  | C) automatic washers | |  | D) manual cleaning | |  |
|  | |
| |  |  | | --- | --- | | 3) | The patient is complaining of lower back pain; you know this area is also called what? | |  | A) pubis | |  | B) abdominal | |  | C) lumbar | |  | D) groin | |  |
|  | |
| |  |  | | --- | --- | | 4) | What does the prefix dys- in the word dysphagia mean? | |  | A) fast | |  | B) without | |  | C) slow | |  | D) difficult | |  |
|  | |
| |  |  | | --- | --- | | 5) | If you are being harassed in the workplace the first person you should communicate this with will be who? | |  | A) the harasser | |  | B) supervisor | |  | C) CEO | |  | D) physician | |  |
|  | |
| |  |  | | --- | --- | | 6) | As you are working in a medical office you must abide by this legislation put into place in 1996 that ensures data privacy and provision to protect medical information, what is it known as? | |  | A) SHRM | |  | B) Bill of Rights | |  | C) HIPAA | |  | D) OSHA | |  |
|  | |
| |  |  | | --- | --- | | 7) | A patient come up to the counter complaining about the long wait. She has been waiting for over 45 minutes. What would be the appropriate response to the patient? | |  | A) contact the supervisor so that they can speak with them | |  | B) ignore her | |  | C) inform the patient that the physician has been called away due to an emergency and that she should be seen shortly | |  | D) tell her to leave the office | |  |
|  | |
| |  |  | | --- | --- | | 8) | What are hard copies that are used for intra-office communications known as? | |  | A) memos | |  | B) email | |  | C) phone calls | |  | D) letters | |  |
|  | |
| |  |  | | --- | --- | | 9) | When is a patient account considered overdue? | |  | A) after 30 days | |  | B) after 45 days | |  | C) after a week | |  | D) after 90 days | |  |
|  | |
| |  |  | | --- | --- | | 10) | What is the second step in the medical billing cycle? | |  | A) review billing compliance | |  | B) review coding compliance | |  | C) check in patient | |  | D) establish financial responsibility | |  |
|  | |
| |  |  | | --- | --- | | 11) | What percentage of the allowed charge does Medicare Part B Original Plan cover after the patient meets their annual deductible? | |  | A) 70% | |  | B) 60% | |  | C) 50% | |  | D) 80% | |  |
|  | |
| |  |  | | --- | --- | | 12) | What form describes past and current medical history of medical conditions of patient? | |  | A) physical examination | |  | B) patient information form | |  | C) consent form | |  | D) medical history | |  |

|  |  |
| --- | --- |
|  | |
| |  |  | | --- | --- | | 13) | When your body is reacting to a bacteria or virus the immune system produces what? | |  | A) antigens | |  | B) pathogen | |  | C) antibiotics | |  | D) antibodies | |  |
|  | |
| |  |  | | --- | --- | | 14) | A medication is prescribed to be taken b.i.d. This means \_\_\_\_\_. | |  | A) twice a day | |  | B) once a day | |  | C) once a week | |  | D) three times a day | |  |
|  | |
| |  |  | | --- | --- | | 15) | You need to back-up data or make a copy of the files in case of a computer failure how often in the medical office? | |  | A) monthly | |  | B) weekly | |  | C) nightly | |  | D) yearly | |  |

|  |
| --- |
|  |

|  |  |
| --- | --- |
| 1) | D |
| 2) | A |
| 3) | C |
| 4) | D |
| 5) | A |
| 6) | C |
| 7) | C |
| 8) | A |
| 9) | A |
| 10) | D |
| 11) | D |
| 12) | D |
| 13) | D |
| 14) | A |
| 15) | C |