

Question 1:

A patient arrives at your dental office and requests to see their dental records. What should you do?

Choices:

Provide the patient with their dental records immediately

Ask the patient to fill out a request form and provide the records within a reasonable timeframe

Refuse to provide the records until the patient pays a fee

Deny the request citing patient privacy laws

Question 2:

What is the correct procedure when a patient refuses to consent to a dental procedure recommended by the dentist?

Choices:

Proceed with the procedure without consent

Respect the patient's decision and discuss alternative treatment options

Convince the patient to change their mind by providing more information

Refer the patient to another dentist for treatment

Question 3:

How should you handle a situation where a patient arrives intoxicated for their dental appointment?

Choices:

Refuse to treat the patient and ask them to leave

Proceed with the treatment and monitor the patient closely

Refer the patient to a rehabilitation facility

Report the incident to the dental board

Question 4:

What steps should be taken if a patient files a complaint against the dentist for malpractice?

Choices:

Advise the patient to seek legal counsel and refrain from involvement in the matter

Convince the patient to withdraw the complaint to avoid damage to the dentist's reputation

Discuss the complaint with other staff members to gather evidence

Ignore the complaint as it is not your responsibility

Answered:

Discuss the complaint with other staff members to gather evidence

Question 5:

If you suspect that a colleague is diverting prescription drugs for personal use, what is the appropriate action to take?

Choices:

Confront the colleague about your suspicions

Ignore the situation and focus on your own work

Report your suspicions to the appropriate authorities

Discuss your concerns with other colleagues

Question 6:

A patient requests a copy of their dental records to be sent to another dental office. What is the correct procedure to follow?

Choices:

Provide the patient with the records immediately without question

Ask the patient to fill out a request form and provide the records within a reasonable time frame

Refuse to provide the records citing patient privacy laws

Charge the patient a fee for accessing their records

Question 7:

During a dental procedure, a patient experiences complications and requests to stop the treatment. What is your responsibility as a dental assistant?

Choices:

Ignore the patient's request and continue with the procedure

Inform the dentist immediately and follow their instructions

Provide reassurance to the patient and continue with the procedure

Terminate the procedure and inform the patient of their options

Question 8:

A patient's dental insurance has expired, but they request to proceed with treatment anyway. What should you do?

Choices:

Proceed with the treatment and bill the patient directly

Refuse to provide treatment until the patient renews their insurance

Ask the patient to sign a waiver releasing the dentist from liability

Submit a claim to the insurance company and request pre-authorization

Answered:

Proceed with the treatment and bill the patient directly

Question 9:

A patient arrives for their appointment and refuses to provide personal information required for registration. What should you do?

Choices:

Refuse to see the patient and ask them to leave

Proceed with the treatment and complete the registration process later

Ask the patient to provide only essential information required for treatment

Inform the patient that providing personal information is necessary for treatment and offer assistance in completing the forms

Answered:

Ask the patient to provide only essential information required for treatment

Question 10:

What should you do if you accidentally disclose a patient's dental information to another patient?

Choices:

Apologize to the patient and inform them of the breach

Ignore the incident and hope the patient does not notice

Blame the mistake on a colleague to avoid repercussions

Keep the incident confidential and do not inform anyone

Question 11:

A patient arrives for their appointment intoxicated. How should you handle this situation?

Choices:

Refuse to treat the patient and ask them to leave

Proceed with the treatment and monitor the patient closely

Refer the patient to a rehabilitation facility

Report the incident to the dental board

Answered:

Report the incident to the dental board

Question 12:

What is the appropriate action to take if you notice a colleague performing a dental procedure without wearing gloves?

Choices:

Report the incident to the dentist immediately

Confront your colleague about the violation

Ignore the situation as it is not your responsibility

Inform the patient about the breach of protocol

Question 13:

A patient requests to view their dental records. How should you handle this request?

Choices:

Provide the records immediately without question

Ask the patient to fill out a request form and provide the records within a reasonable time frame

Refuse to provide the records citing patient privacy laws

Charge the patient a fee for accessing their records

Question 14:

What should you do if a patient asks you to dispose of their old dental X-rays?

Choices:

Throw the X-rays in the regular trash bin

Shred the X-rays and discard them in the recycling bin

Keep the X-rays in the patient's file indefinitely

Follow HIPAA guidelines for the proper disposal of medical records

Question 15:

How should you handle a situation where a patient calls your office to request a prescription refill for a painkiller?

Choices:

Refill the prescription over the phone without consulting the dentist

Request the patient to come in for a consultation before refilling the prescription

Refuse to refill the prescription without a valid reason

Ask the patient to provide the dentist's DEA number for verification