**MEDICAL OFFICE PROCEDURES**

**(250)**

**REGIONAL – 2020**

**Multiple Choice & Short Answer Section:**

Multiple Choice (20 @ 5 points each) (100 points)

Matching (5 @ 3 points each) (15 points)

Abbreviations (15 @ 4 points each) (60 points)

**Production Portion:**

Phone Message (25 points)

SOAP Transcription (100 points)

***TOTAL POINTS (300 points)***

**Failure to adhere to any of the following rules will result in disqualification:**

1. **Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
2. **No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
3. **Electronic devices will be monitored according to ACT standards.**

No more than ten (10) minutes orientation

No more than sixty (60) minutes testing time

No more than ten (10) minutes wrap-up

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*Workplace Skills Assessment Program* competition.

**Part 1 – Multiple Choice, 20 questions, 5 points each, 100 points total**

1. A
2. D
3. C
4. C
5. B
6. A
7. B
8. D
9. C
10. B
11. A
12. B
13. D
14. D
15. C
16. D
17. D
18. B
19. B
20. A

**Part II – Medical Terminology Matching, 5 questions, 3 points each, 15 points total**

1. Pathology D. Ophthalmology
2. Dermatology E. Gastroenterology
3. Pulmonology
4. B the branch of medicine concerned with skin disorders.
5. D the branch of medicine concerned with diseases of the eye.
6. C the branch of medicine concerned with diseases of the respiratory tract.
7. A the scientific study of disease.
8. E the branch of medicine concerned with the stomach and intestines.

**Part III – Abbreviations, 15 total, 4 points each, 60 points total**

|  |  |  |
| --- | --- | --- |
| 1. | Tx | Treatment |
| 2. | Dx | diagnosis or diagnoses |
| 3. | Rx | prescription |
| 4. | ENT | Ear, Nose, and Throat |
| 5. | DOB | date of birth |
| 6. | p.r.n. | when necessary or as needed |
| 7. | DOS | date of service |
| 8. | a.m. | morning |
| 9. | OTC | over the counter |
| 10. | ASAP | as soon as possible |
| 11. | CPR | cardiopulmonary resuscitation |
| 12. | ER | Emergency Room |
| 13. | H&P | History and Physical |
| 14 | Pt | patient |
| 15. | HR | heart rate |

**Part IV – Phone Message, 25 points total**

*Directions: Complete the phone message using the template below. Use today’s date and time.*

“Hello, this is Nicole Battering, I’m a patient of Dr. Andrews. I have some questions about the test results from my appointment last week. My phone number is 757-331-0223. Thank you!”

|  |  |  |  |
| --- | --- | --- | --- |
| *Phone Message* | | | |
| Message for: | Dr. Andrews *(2pt)* | | |
| Date: | (told to use current date) XX/XX/2020 *(2pt)* | Time: (told to use current time) XX:XX a.m./p.m. *(2pt)*  Phone Number: 757-331-0223 *(2pt)* | |
| Patient Name: | Nicole Battering *(2pt)* |
| Description: | Patient has questions about test results from last week’s appointment *(10pt)* | | |
| Next Step: | * Doctor call patient *(3pt)*  * Administrative staff call patient * Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Message taken by:  Contestant Number *(2pt)* |

**Part V SOAP Transcription, 100 points total**

**SCORING GUIDE**

|  |  |
| --- | --- |
| 0 Errors | 100 points |
| 1 error | 95 points |
| 2 errors | 90 points |
| 3 errors | 85 points |
| 4 errors | 80 points |
| 5 errors | 75 points |
| 6 or more errors | 0 points |

**NOTE TO GRADERS: Wording and punctuation may vary but all pertinent information must be included. Please follow the Styles and Reference Manual.**

SUBJECTIVE: Jacob Jones (DOB: 10/2/1994) was seen by Dr. Mark Andrews on September 9, 2019. Patient states the reason for visit as persistent cough, sinus pressure, and headaches. Patient reports that these symptoms have been ongoing for the previous seven days. Patient has had sinus issues for several years and believes that these symptoms are a seasonal sinus infection.

OBJECTIVE: Patient’s symptoms were so severe previously, that he underwent endoscopic sinus surgery in 2017. Patient is taking over the counter medication: Zyrtec (10 mg). Examination of patient showed normal exterior physical appearance except swollen eyes and nose, normal movement of bones/joints, normal reflexes, throat appeared red and inflamed, ears appeared congested, mouth appeared normal, listening to lungs revealed light congestion, lymph nodes in neck were swollen, heartrate was normal and beat was strong, patient’s mental status was normal. No blood tests performed.

ASSESSMENT: Based on patient’s report and the physical examination, diagnosis is sinus infection.

PLAN: Return to office in one week if symptoms persist.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mark Andrews, M.D.

MA: (contestant #)

D: 09/10/2019

T: 09/11/2019