

Member ID: _____

Time: _____

Rank: _____



HEALTH ADMINISTRATION PROCEDURES (610) REGIONAL 2023

Multiple Choice:

50 @ 2 points each _____ (100 points)

Production:

Job 1: _____ (45 points)

Job 2: _____ (55 points)

TOTAL POINTS _____ (200 points)

Test Time: 60 minutes

GENERAL GUIDELINES:

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

1. Member must hand in this test booklet and all printouts if any.
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 (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1-2.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your contestant number in any occasion you would normally key your reference initials.
5. In the lower **right**-hand corner of ALL work submitted (unless otherwise specified) key your contestant number and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time could be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your Jobs. Jobs should be in numerical order.

| PRODUCTION STANDARDS | |
|----------------------|------------|
| 0 Errors | 100 Points |
| 1 Error | 90 Points |
| 2 Errors | 70 Points |
| 3 Errors | 50 Points |
| 4+ Errors | 0 Points |

Multiple Choice

Directions: Identify the letter of the choice that *best* completes the statement or answers the question.

- 1) If a new patient comes into a medical office and informs you she is unsure of the check-in process, what is the best way to respond?
 - A. Point to a sign that explains what to do.
 - B. Hand her a clipboard with paperwork and tell her to sit down.
 - C. Kindly greet her, clearly explain the new patient process, and ask her if she has questions.
 - D. Tell her to check her email for the new patient information.
- 2) The medical term *malignant* means _____.
 - A. Non-cancerous
 - B. Painful
 - C. Cancerous
 - D. Fever
- 3) A patient calls the office with a question about his medical notes. You want to make sure that you are speaking with the correct patient. What is the best way to confirm his identity?
 - A. Ask for his name and date of birth.
 - B. Read him part of the notes to see if it sounds familiar.
 - C. Ask for his initials.
 - D. Ask who his brother is since he is also a patient at the office.
- 4) A patient's stated reason for visiting the medical office is called a(n) _____.
 - A. diagnosis
 - B. chief complaint
 - C. primary reason
 - D. main concern
- 5) What is the best way to answer an incoming phone call?
 - A. "Hello, this is Sally at the Medical Office. How can I help you?"
 - B. "Hi. Thanks for calling."
 - C. "This is Sally. Hold please."
 - D. "Do you need to schedule?"
- 6) What is the name of the type of appointment that follows the first visit?
 - A. Second check-up
 - B. Initial visit
 - C. New patient appointment
 - D. Follow-up visit

- 7) _____ is the out-of-pocket amount that the patient is responsible for paying the provider at their visit.
- A. Statement
 - B. Pre-pay
 - C. Copay
 - D. Coinsurance
- 8) _____ is the digital record of a patient's health documents.
- A. Electronic Medical Record
 - B. Patient Notebook
 - C. Client PC
 - D. Patient Health Note System
- 9) In a medical office, which team member collects the patient's vital signs and chief complaint prior to the physician seeing the patient?
- A. Receptionist
 - B. Claims specialist
 - C. Nurse
 - D. Office manager
- 10) The standard form used to submit claims to insurance companies is called the _____.
- A. Medicare receipt
 - B. SMS
 - C. CMS-1500
 - D. 1099
- 11) A patient calls the medical office and states that she thinks she has an infection. The schedule shows no availability for two weeks. What is the best way to respond to this situation?
- A. Ask the patient if she is available in two weeks for the appointment.
 - B. Suggest that she call other offices in the area to see if anyone has something sooner.
 - C. Advise her to call 911.
 - D. Ask the manager or physician the best way to accommodate the patient with an appointment within the next 24 hours.
- 12) Checking a patient's insurance coverage prior to a visit is called insurance verification.
- A. True
 - B. False

- 13) A patient's protected health information (PHI) refers to _____.
A. a patient's electronic medical notes
B. a patient's paper chart
C. information about the patient's condition shared with a nurse
D. All of the other answers are correct
- 14) A medical office assistant is responsible for the office inventory. What does this task involve?
A. Scheduling patients for follow-up visits
B. Keeping track of office supplies and ordering new supplies when running low
C. Cleaning exam rooms between patients
D. Keeping track of staff holiday parties
- 15) A patient's insurance plan that first processes and pays a medical bill is called _____.
A. secondary insurance
B. health share
C. primary insurance
D. bill coverage
- 16) The date that a patient was seen in the office is referred to as the _____.
A. visit day
B. time of service
C. date of service
D. client calendar
- 17) It is important to _____ a fax or email address before corresponding with a patient.
A. confirm the accuracy of
B. memorize
C. share with other staff
D. delete
- 18) What is the best way to end a letter that you send to a patient?
A. Peace
B. Sincerely
C. Love
D. Take it easy
- 19) A _____ appointment means a patient has responded to you that he is planning to be there on the scheduled date and time.
A. cancelled
B. scheduled
C. confirmed
D. no show

- 20) The term *cardiology* refers to the _____.
A. lungs
B. digestive system
C. heart
D. kidneys
- 21) Sending an email to patients is the most secure way to give them a copy of their medical records.
A. True
B. False
- 22) In a primary care office, which of the following might a physician order for bloodwork?
A. CBC
B. MRI
C. CT
D. Biopsy
- 23) A(n) _____ is required when a patient wants to release medical records to a third party.
A. written and signed release
B. phone confirmation
C. email release
D. text message
- 24) A prescription for a patient is not valid unless it includes _____.
A. the patient's name and date of birth
B. the date
C. the physician's signature
D. All of the other answers are correct
- 25) Someone who works for a(n) _____ office would see patients who are being seen for their stomach or intestines.
A. gastroenterology
B. hepatology
C. gynecology
D. endocrinology
- 26) Identify the common medical abbreviation that means "diagnosis".
A. Diag.
B. DN
C. Dx
D. DSM

- 27) A physician writes a _____ to order a medication for a patient.
- A. note
 - B. prescription
 - C. memo
 - D. letter
- 28) What is the importance of documenting patient conversations in the EMR?
- A. To record what was said in phone conversations
 - B. To allow other staff to see what has been communicated
 - C. To provide the patient with the best service
 - D. All of the other answers are correct
- 29) When physicians speak and record what they are saying to create a patient note it is called _____.
- A. dictation
 - B. yyping
 - C. yexting
 - D. writing
- 30) A _____ takes general phone calls for the office and helps with the patient check-in process.
- A. receptionist
 - B. nurse
 - C. lab tech
 - D. billing specialist
- 31) If a patient is headed to the “OR”, what are they scheduled for?
- A. Bloodwork
 - B. X-rays
 - C. Surgery
 - D. Ultrasound
- 32) A patient calls the office and asks for advice with her surgical dressing. As a medical office assistant, what is the most appropriate response?
- A. Look up instructions on the internet and relay them to the patient.
 - B. Tell the patient you are not able to help.
 - C. Let her know that the nurse can answer the question accurately and transfer her to the clinical phone line.
 - D. Ask her to call back and leave a voicemail.

- 33) A patient is seeing the doctor for the first time. This is referred to as a(n) ____ appointment.
- A. extra
 - B. new patient
 - C. follow-up
 - D. All of the other answers are correct
- 34) The term ____ refers to the nature of a patient's illness that the doctor has determined to be accurate based on signs and symptoms.
- A. chief complaint
 - B. diagnosis
 - C. treatment plan
 - D. prescription
- 35) Which of the following abbreviations refers to the portion of the patient notes in which the physician describes any previous medical findings and the current assessment.
- A. Dx
 - B. H&P
 - C. Tx
 - D. PCP
- 36) When a doctor writes an "Rx" for the patient, it means the doctor has written a(n) ____.
- A. letter
 - B. prescription
 - C. email
 - D. doctor's note
- 37) What is the reason for checking two patient identifiers before discussing patient information over the phone?
- A. To find out how old they are
 - B. To make them feel at ease because they are nervous
 - C. To ensure the correct patient information is being shared
 - D. To see if they are paying attention
- 38) When taking a note during a phone call ____.
- A. Check your email so you do not fall behind.
 - B. Listen carefully and record the conversation in the EMR.
 - C. Figure out the most effective way to end the phone call.
 - D. Put them on hold and ask your co-worker to take the phone call.

- 39) A patient becomes angry and starts shouting during a phone conversation. What is the best thing to do?
- A. Argue back to let them know they made a mistake.
 - B. Hang up immediately
 - C. Let them know the conversation is escalating and that you will be available by phone to have a respectful dialogue when they are ready.
 - D. Show sad emotions so they know they are being rude.
- 40) It is important to have a basic understanding of medical terminology when working in a medical office because it will _____.
- A. make you sound smart
 - B. help increase communication errors
 - C. allow you to communicate effectively with other staff members
 - D. allow you to diagnose patients

Job 1: Patient Letter

Directions: Using the rough draft of the letter below, create a patient letter with appropriate formatting. Use today's date for the date of the letter. Use your contestant number where you would key your initials.

Patient Letter Rough Draft

Patient name: Joe Smith

Patient Address: 2337 Happy Valley Rd. Phoenix AZ 85014

Subject: Annual Exam

Text:

Dear Mr. Smith,

Thank you for choosing this office for your medical care.

Our records indicate that it is time for you annual exam. Please contact us at your earliest convenience to make an appointment.

We look forward to hearing from you.

Sincerely, Nancy Smith (Medical Office Manager).

Job 2: Patient Memorandum

Directions: Create a patient memorandum from the rough draft below. Make sure to use correct formatting and use today's date for the date of the memo. Use your contestant number where you would key your initials.

Patient Memorandum Rough Draft

To: Primary Care Office Patients

From: Primary Care Office Staff

Subject: Holiday Office Hours

Memo: Please note that our office will close early on December 24th at 12:00 pm and will be closed on December 25th. Our after-hours phone service will still be available when the office is closed. We wish you and your family happy holidays.