



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

1. C
2. C
3. A
4. B
5. A
6. D
7. C
8. A
9. C
10. C
11. D
12. A
13. D
14. B
15. C
16. C
17. A
18. B
19. C
20. C
21. B
22. A
23. A
24. D
25. A
26. C
27. B
28. D
29. A
30. A
31. C
32. C
33. B
34. B
35. B
36. B
37. C
38. B
39. C
40. C

Job 1: Patient Letter

For graders: Ensure that the top margin of the first page is 2 inches. For any subsequent pages the top margin should be 1 inch. All side margins should be 1 inch. Open punctuation is required.

Current Date

Mr. Joe Smith
2337 Happy Valley Rd.
Phoenix, AZ 85014

Dear Mr. Smith

ANNUAL EXAM

Thank you for choosing this office for your medical care.

Our records indicate that it is time for your 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

xx (*student's contestant number*)

Job 2: Patient Memorandum

For graders: Top margins and side margins should be 1 inch. Memorandum title is 16 pt. bold font. Memo headings are 12 pt. bold font.

MEMORANDUM

TO: Primary Care Office Patients

FROM: Primary Care Office Staff

DATE: Current Date

SUBJECT: Holiday Office Hours

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.

xx (*student's contestant number*)