

Contestant ID: _____

Time: _____

Rank: _____



HEALTH ADMINISTRATION PROCEDURES (610) REGIONAL 2026

OBJECTIVE

Multiple Choice (30 @ 5 points) _____ (150 points)

Matching (10 @ 5 points) _____ (50 points)

PRODUCTION

Job 1: SOAP Medical Transcription Form _____ (100 points)

Job 2: Patient Letter _____ (100 points)

TOTAL POINTS _____ **(400 points)**

Test Time: 60 minutes

GENERAL GUIDELINES:

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

1. Contestants must hand in this test booklet and all printouts if any. 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 (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 ID 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 ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may 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 placed 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 Questions

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

1. What does the suffix “-itis” mean?
 - A. pain
 - B. inflammation
 - C. cancer
 - D. growth
2. The suffix “-ectomy” refers to _____.
 - A. healing of
 - B. surgical removal of
 - C. tissues in
 - D. study of
3. Osteoporosis refers to _____.
 - A. infection of the bone
 - B. condition where there is bone inflammation
 - C. cancer of the bone
 - D. condition of decreased bone density
4. The prefix “hyper-” refers to _____.
 - A. excessive or high
 - B. normal
 - C. slower
 - D. below normal
5. The suffix “-scopy” refers to _____.
 - A. removal
 - B. inflammation
 - C. viewing or examining
 - D. Instrument to view
6. A medical office receptionist’s primary responsibility is to _____.
 - A. take patient vitals
 - B. perform medical procedures
 - C. administer medications
 - D. manage front desk operations
7. When communicating with patients in a medical office, it is considerate to _____.
 - A. use a polite and respectful tone
 - B. speak in medical jargon
 - C. avoid eye contact with patient
 - D. speak in an overly loud voice to ensure the patient can hear you

8. Medical records should be handled in the following manner _____.
 - A. they should be stored in an unlocked file cabinet in the office
 - B. they should be kept in an electronic format on a computerized system
 - C. they must be destroyed after one year
 - D. they must be destroyed after five years
9. What is the primary function of a medical office manager?
 - A. to perform lab work and direct patient care
 - B. to answer telephone calls and greet the patients upon entry to the office
 - C. to devise treatment plans for patients in coordination with their providers
 - D. to maintain the efficient financial operation of the medical office and the schedule of employees
10. It is important to verify the identity of each patient during check-in to the medical office by _____.
 - A. only checking the patient's insurance card
 - B. asking the patient to verify his/her name, date of birth, and address
 - C. maintaining confidentiality by only requesting the patient's first name
 - D. asking the medical provider to verify that the patient is who he/she claims to be
11. As a medical receptionist, if you are tasked with managing a patient in the medical office who is upset, what approach should you take?
 - A. tell the patient whatever they want to hear in order to calm them down
 - B. call security and ask them to escort the patient from the medical office
 - C. try to ignore the patient and hope they will go away
 - D. calmly speak with the patient, asking questions to try to resolve the issue
12. What is the term for the portion of cost of a medical appointment that must be paid out-of-pocket by the patient?
 - A. premium
 - B. copay
 - C. deductible
 - D. patient fee
13. What is typically the reason why a patient may need to wait beyond the scheduled appointment time to see the provider?
 - A. the patient arrives way too early
 - B. an emergency situation has arisen or there is an overrun from an earlier appointment
 - C. the provider is on an extended lunch break
 - D. the receptionist has forgotten to notify the provider that the patient is checked in
14. If a patient were to refuse treatment, what should a medical provider do?
 - A. contact the family of the patient to ask them to speak with the patient
 - B. give the patient the treatment regardless of their consent
 - C. tell the patient that they must consent to the treatment
 - D. have the patient sign a form indicating that they are refusing medical treatment

15. What does the term “double booking” refer to in a medical office setting?
- A. scheduling two providers for the same patient
 - B. scheduling a patient with multiple appointments at the same time
 - C. scheduling two patients at the same time with the same provider
 - D. scheduling two specialists to see the same patient on different occasions
16. In the event of a fire in the medical office, the first thing the office staff should do is to _____.
- A. use a fire extinguisher to attempt to put out the fire
 - B. call security to ask them to come to put out the fire
 - C. evacuate the building according to the office fire escape plan
 - D. unplug all office computers before fleeing the building
17. What is the best method for filing paper patient records in a medical office?
- A. filing records alphabetically by patient’s first name
 - B. filing records by patient’s date of birth
 - C. filing records by patient’s medical condition
 - D. filing records by patient’s last name
18. As a medical receptionist, if you are busy with a patient when a call comes in, what is the most professional way of dealing with the situation?
- A. refer the caller to another medical office
 - B. tell the caller, “hold on” and put the phone on the desk while you deal with your patient
 - C. tell the caller that you are too busy to speak with them and to call back later
 - D. apologize to the caller, telling them that you are with a patient and asking them if you could put them on hold for a moment
19. In a medical office with a high volume of calls and patient visits, what is the best strategy for effective time management?
- A. focus on one task for a long period of time without interruption so that you can get it completed
 - B. wait until the end of the day to deal with urgent issues
 - C. prioritize urgent tasks and delegate tasks to other office staff, if possible
 - D. spend as much time as necessary on each call, whether it is a patient or a salesperson
20. Using ARMA alphabetic filing, which of the following is correct filing order?
- A. Phyllis Davis, Phylis Davies, Marissa Davis, Manfred Davis
 - B. Manfred Davis, Marissa Davis, Phylis Davies, Phyllis Davis
 - C. Phylis Davies, Phyllis Davis, Manfred Davis, Marissa Davis
 - D. Phylis Davies, Manfred Davis, Marissa Davis, Phyllis Davis
21. It is required that a Notice of Privacy Practices is offered to each patient to explain their privacy rights relating to their protected health information.
- A. True
 - B. False

22. Once a patient appointment is over, all medical records associated with that appointment must be immediately destroyed.
- A. True
 - B. False
23. It is the responsibility of a medical office receptionist to confirm with the patient their insurance coverage prior to scheduling an appointment.
- A. True
 - B. False
24. The tailbone is also known as the coccyx.
- A. True
 - B. False
25. The bronchi are a part of the digestive system.
- A. True
 - B. False
26. Open hours scheduling model is good for an Oncologist office.
- A. True
 - B. False
27. For filing purposes, alphabetic systems always place the first name before the last name.
- A. True
 - B. False
28. Radiation therapy uses targeted radiation to destroy cancer cells.
- A. True
 - B. False
29. It is appropriate to provide medical advice to a patient when asked.
- A. True
 - B. False
30. The responsibilities of medical transcriptionists include diagnosing and treating illnesses.
- A. True
 - B. False

Matching:

Directions: Write the correct answer on the line before the definition.

cardiology
dermatology
endocrinology
gastroenterology
hematology
nephrology
neurology
oncology
pulmonology
rheumatology

31. _____ The branch of medicine dealing with disorders impacting the airways, lung function, and breathing.
32. _____ The branch of medicine that deals with the skin and its diseases.
33. _____ The study of blood and such conditions as anemia, blood clotting disorders, leukemia, lymphoma and other diseases of the blood.
34. _____ The branch of medicine that focuses on the treatment of diseases and conditions of the kidneys.
35. _____ The branch of medicine relating to the regulation of metabolism, growth and development, reproduction, etc., that regulate the release of hormones into the bloodstream.
36. _____ The branch of medicine concerning the study and treatment of joints, especially relating to inflammation and pain in the joints.
37. _____ The branch of medicine that deals with the diagnosis and treatment of cancers.
38. _____ The study and treatment of the digestive system, including the stomach, liver, pancreas, gallbladder, and intestines.
39. _____ The branch of medicine concerned with the nervous system, including the brain and spinal cord.
40. _____ The branch of medicine dealing with heart and blood vessel diseases.

Production

Job 1: SOAP Medical Transcription Form

Directions: Below is a patient note from Suzanne Kleiman, M.D. Transcribe the note into SOAP format, according to the Style & Reference Manual. The date of transcription will be the current date and use yesterday as the date of exam.

Patient: DeMarco Sanchez

Date of Birth: October 18, 1984

Sex: Male

Preferred Care Provider: Wallace Kendricks, M.D.

Subjective Information:

The patient, a (calculate age)-year-old male, presents with a non-productive cough and shortness of breath that began a week ago. He reports fatigue and chest pain when coughing, with his symptoms becoming progressively worse over the past two days. He notes difficulty breathing upon exertion.

Objective:

Blood pressure 144/78, heart rate 80 bpm, temperature elevated at 101.2° F, oximetry reading of 94%. Patient displays decreased breath sounds in left upper lung, crackles heard upon auscultation, with no apparent wheezing. Chest x-ray performed, showing left lower lobe opacity.

Assesment:

1. Left upper lobar pneumonia.
2. Cough, pain associated therewith.

Plan:

Initiate azithromycin 250 mg BID for 5 days, accompanied concurrently with amoxicillin 500 mg TID for 5 days. Patient to remain hydrated by drinking plenty of fluids, and may take two 500 mg acetaminophen every 6 hours for fever and pain relief, not to exceed 3000 mg in 24 hours. Patient to follow up if symptoms do not improve within 48 hours.

Job 2: Patient Letter

Key the follow-up letter to patient from Suzanne Kleiman, M.D., regarding patient's office visit, using Style & Reference Manual letter format. Date the letter using the current date.

Patient: DeMarco Sanchez

Patient Address: 562 Desert Breeze Drive, Santa Fe, New Mexico 87501

I hope this letter finds you in improved health. I am writing to follow up on your office visit of yesterday in which you were diagnosed with lobar pneumonia.

At that office visit, I prescribed azithromycin and amoxicillin. I expect that you are taking the medications as prescribed and are following the instructions provided by the pharmacy and our office. As we discussed at your visit, it is vital that you continue to take the prescribed medications until they are gone, even if your condition improves before you finish the medications. This should prevent a relapse of your pneumonia.

I want to remind you that if you experience any worsening symptoms, such as increased shortness of breath, more severe coughing, a persistent fever, or chest pain, please contact our office immediately. If it is after office hours, please go to the local emergency department or urgent care center.

Please call my office, or your preferred care provider, to schedule a follow-up appointment after you have finished your course of medication so that we may assess your recovery. Be well!