

HEALTH CARE ADMINISTRATION

- 1) How often should you order supplies in the medical office?
 - A) third is gone
 - B) all of it is gone
 - C) three quarters is gone
 - D) first half of box, tube, etc. is gone

- 2) What is the most common way to clean medical instruments?
 - A) sterilization
 - B) ultrasonic cleaning
 - C) automatic washers
 - D) manual cleaning

- 3) The patient is complaining of lower back pain; you know this area is also called what?
 - A) pubis
 - B) abdominal
 - C) lumbar
 - D) groin

- 4) What does the prefix dys- in the word dysphagia mean?
 - A) fast
 - B) without
 - C) slow
 - D) difficult

- 5) If you are being harassed in the workplace the first person you should communicate this with will be who?
 - A) the harasser
 - B) supervisor
 - C) CEO
 - D) physician

- 6) As you are working in a medical office you must abide by this legislation put into place in 1996 that ensures data privacy and provision to protect medical information, what is it known as?
 - A) SHRM
 - B) Bill of Rights
 - C) HIPAA
 - D) OSHA

- 7) A patient come up to the counter complaining about the long wait. She has been waiting for over 45 minutes. What would be the appropriate response to the patient?
- A) contact the supervisor so that they can speak with them
 - B) ignore her
 - C) inform the patient that the physician has been called away due to an emergency and that she should be seen shortly
 - D) tell her to leave the office
- 8) What are hard copies that are used for intra-office communications known as?
- A) memos
 - B) email
 - C) phone calls
 - D) letters
- 9) When is a patient account considered overdue?
- A) after 30 days
 - B) after 45 days
 - C) after a week
 - D) after 90 days
- 10) What is the second step in the medical billing cycle?
- A) review billing compliance
 - B) review coding compliance
 - C) check in patient
 - D) establish financial responsibility
- 11) What percentage of the allowed charge does Medicare Part B Original Plan cover after the patient meets their annual deductible?
- A) 70%
 - B) 60%
 - C) 50%
 - D) 80%
- 12) What form describes past and current medical history of medical conditions of patient?
- A) physical examination
 - B) patient information form
 - C) consent form
 - D) medical history

- 13) When your body is reacting to a bacteria or virus the immune system produces what?
- A) antigens
 - B) pathogen
 - C) antibiotics
 - D) antibodies
- 14) A medication is prescribed to be taken b.i.d. This means _____.
- A) twice a day
 - B) once a day
 - C) once a week
 - D) three times a day
- 15) You need to back-up data or make a copy of the files in case of a computer failure how often in the medical office?
- A) monthly
 - B) weekly
 - C) nightly
 - D) yearly

- 1) D
- 2) A
- 3) C
- 4) D
- 5) A
- 6) C
- 7) C
- 8) A
- 9) A
- 10) D
- 11) D
- 12) D
- 13) D
- 14) A
- 15) C