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| **HEALTH CARE ADMINISTRATION** |
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| 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 |

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

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| 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 |

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

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| 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 |

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| 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 |

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| 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 |

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| 8)  | What are hard copies that are used for intra-office communications known as? |
|  | A) memos |
|  | B) email |
|  | C) phone calls |
|  | D) letters |

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| 9)  | When is a patient account considered overdue? |
|  | A) after 30 days |
|  | B) after 45 days |
|  | C) after a week |
|  | D) after 90 days |

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| 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 |

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| 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% |

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| 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 |

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| 13)  | When your body is reacting to a bacteria or virus the immune system produces what? |
|  | A) antigens |
|  | B) pathogen |
|  | C) antibiotics |
|  | D) antibodies |

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| 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 |

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| 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 |

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| 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 |