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National Healthcare Association: Certified Clinical Medical Assistant

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Question: 1

The constant internal environment that must be maintained for body cells to work properly is called:

- A. Thermoregulation
- B. Acid-base balance
- C. Homeostasis
- D. Positive feedback

Answer: C

Explanation:

Homeostasis occurs when the body regulates a consistent internal environment that nurtures the cells of the body. Disruption in homeostasis can result in cellular death, illness, and disease.

Question: 2

Your medical office is using a paper medical record system. How long should the office retain patients' medical records?

- A. As long as they are a patient
- B. Five to ten years
- C. Until each state's statute of limitations is reached
- D. As long as it takes to complete all medical bills owed

Answer: C

Explanation:

Each state has a law determining how long each patient has to file a malpractice lawsuit against a medical provider or institute. This is called the statute of limitations, and it is important to keep the patient's medical record as long as this limit exists, just in case the patient decides to file a claim.

They may be a patient for many years, but the office does not legally need to keep the medical record past the statute of limitations.

The medical office may decide to keep the medical record longer than the statute of limitations for reasons of their own.

Question: 3

When emailing from the medical office, what type of information is appropriate to send to the patient?

- A. Emailing patients is inappropriate

- B. Both confidential and nonconfidential
- C. Confidential
- D. Nonconfidential

Answer: D

Explanation:

Only nonconfidential information and business communications should be sent through email.

Emailing patients is not private, and including confidential information is inappropriate.

It is appropriate to email patients. However, information included in the email should always be nonconfidential.

Question: 4

What form must be filled out by the patient if they would like their medical information released to another individual besides themselves?

- A. An informed consent form
- B. An advanced directive
- C. A living will
- D. A medical record release form

Answer: D

Explanation:

A medical record release form will allow other individuals to obtain healthcare information about the patient with their written permission. This includes billing information, laboratory records, or all records on file.

An informed consent form is not needed in this situation. Informed consent refers to the patient's understanding of the treatment or procedures they may choose to undergo, and the risks associated with them.

Advanced directives and living wills refer to the documents in place for patients to express the type of care they would like to have at the end of their life, or if they are ever unable to speak for themselves in the event that they are incapacitated.

Question: 5

When having a phone conversation with a patient, it is important to speak in a manner that is easily understood. This technique is called:

- A. Muffling
- B. Mumbling
- C. Enunciation
- D. Inarticulation

Answer: C

Explanation:

Enunciation is the technique used to speak clearly so that an individual can easily understand you.

Mumbling is not a good way of clearly speaking.

Inarticulation would not be a clear and concise way of speaking over the phone.

Muffling your voice would make it hard for the patient to hear you over the phone.

Question: 6

Podiatry is a medical specialty specializing in:

- A. Disorders of the toenails only
- B. Care of the extremities
- C. Treatment of the ankles and feet
- D. Disorders of the hands and feet

Answer: C

Explanation:

Podiatrists are medical specialists who care for disorders and conditions of the foot and ankle, including diabetic foot conditions.

Question: 7

When reviewing a patient's problem-oriented medical record, which section of the record compiles diagnoses?

- A. Database
- B. Progress Notes
- C. Patient Plan
- D. Problem List

Answer: D

Explanation:

The problem list is the section of a problem-oriented medical record that lists all of a patient's diagnoses, including medical and psychological diagnoses.

Progress notes outline the follow-up for each recorded problem on the problem list.

The patient plan outlines the plan of action for treatment of a patient's problems.

The database is a compilation of laboratory and diagnostic test data, health history reports, and physical examinations.

Question: 8

Breakage of this protective layer around a cell results in death of the cell:

- A. Plasma membrane
- B. Cytoplasm
- C. Smooth endoplasmic reticulum
- D. Nuclear membrane

Answer: A

Explanation:

Cells have a protective layer called the plasma membrane. Breakage of the plasma membrane allows entry of substances that the cell cannot tolerate, leading to the death of the cell.

Question: 9

You are reconstituting a single-dose powdered medication with 0.9% sodium chloride as the diluent. You attempt to withdraw one milliliter of 0.9% sodium chloride; however, the plunger of the needle will not pull back to allow fluid to enter the syringe. What is the likely cause?

- A. You did not completely pass through the rubber stopper, which prevented the needle from entering the vial.
- B. The vial of diluent is defective.
- C. The gauge of the needle is too narrow to allow the saline to pass through.
- D. You neglected to add one milliliter of air into the vial of diluent.

Answer: D

Explanation:

Medication vials are under pressure. You need to inject the vial with air to break the vacuum. The amount of air added should equal the amount of medication you need to withdraw.

Question: 10

If a patient has a Medicaid insurance plan, how often should their Medicaid eligibility benefits be verified by the medical office?

- A. Every other office visit
- B. Every six months
- C. Every office visit
- D. Once a year

Answer: C

Explanation:

In order to make sure that the patient has insurance eligibility, the medical office must verify the Medicaid insurance every single office visit. If they do not do this, there is a chance that the patient will be responsible for the full payment of services.

Every other visit, every six months, and once a year verification of eligibility are not best practices.

Question: 11

In the event that a patient continually tries to initiate a relationship with the medical assistant, what is the first approach to stop this behavior?

- A. The medical assistant should calmly state that they do not date patients
- B. The medical assistant should offer an excuse to avoid confrontation about dating
- C. The medical assistant should accept the proposition but not show up to the date, in order to avoid immediate confrontation; and they can let the manager know that they will no longer be helping this patient
- D. The medical assistant should let the office manager know about the situation so that they can speak with the patient

Answer: A

Explanation:

It is most appropriate to let the patient calmly know that dating patients is not allowed and they absolutely will not date patients.

If the medical assistant offers a random excuse to the patient, they may continue to ask them on a date. Calmly stating that they do not date patients is the most appropriate option.

First, it is important for the medical assistant to let the patient know that they do not date patients. If the patient continues to bother them, it will then be appropriate to get the manager involved.

Never accept a date with a patient, even if you do not plan to show up. This will create more problems.

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