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**Book Information**

**Medical Assisting**  
Administrative and Clinical Competencies

Author: Michelle Blesi, Barbara Wise, & Cathy Kelley-Arney  
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**Exam Topics**

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Sample Questions
   1. A phone screening manual is sometimes called a(n) _____ manual.
      a. priority
      b. authorization
      c. triage
      d. employee
2. It is most appropriate to use an answering machine:
   a. only when all lines are busy
   b. during the office lunch break
   c. anytime the office is closed
   d. when you are too busy with other work to answer the phone

3. Urine is produced through:
   a. secretion
   b. excretion
   c. elimination
   d. digestion

4. After air is filtered, warmed, and moistened in the nose, it enters the:
   a. epiglottis
   b. larynx
   c. Eustachian tube
   d. pharynx

5. Which of these processes is also known as cell eating?
   a. active transport
   b. filtration
   c. phagocytosis
   d. pinocytosis

6. The accurate measurement of height and weight is best done on a ____ scale.
   a. spring
   b. digital
   c. strain gauge
   d. balance beam

7. When transferring a patient from a wheelchair to an exam table, you should:
   a. unlock the brakes of the wheelchair
   b. make sure the transfer takes place on the patient's weaker side
   c. take advantage of any assistance the patient can provide in lifting and moving
   d. raise the table so it is at a significantly higher level than the wheelchair

8. When assisting with suturing a laceration, after bandaging the site you should remove your gloves and:
   a. dispose of them in a biohazardous waste bag
   b. place them in a storage container to be sterilized later
   c. wash them with soap and water
   d. dispose of them in the trash
9. Match each term with its definition.

a. patient account statements
b. outsourcing
c. monthly billing
d. cycle billing
e. practice management software (PMS) system
f. electronic medical record (EMR) system
g. account history
h. deleted transactions
i. patient payments
j. aging of accounts

i. All computerized billing systems should be set up to record these as a safeguard against fraud
ii. When used in conjunction with computerized billing, information can be pulled from this and populated into the financial components of the patient account
iii. Process of analyzing accounts receivable for accounts past due
iv. Type of billing that is typically more efficient in smaller medical practices
v. These must be accurate in every detail for proper patient billing
vi. Statements or itemized bills are most often generated using this
vii. Contracting out a specific business function to another company, rather than having your own company manage that specific work
viii. Computer terminology for a patient ledger
ix. These are vital for the financial success of a medical facility
x. Type of billing commonly used in large medical practices
10. Match each term with its definition.

- a. receptors
- b. sclera
- c. choroid
- d. astigmatism
- e. conjunctiva
- f. myopia
- g. hyperopia
- h. cataract
- i. conjunctivitis
- j. corneal abrasion
- k. corneal ulcer
- l. iritis
- m. ptosis
- n. esotropia
- o. exotropia

   i. Mucous membrane that lines the inner surfaces of the eyelids and covers the anterior sclera surface of the eye
   ii. Peripheral nerve endings of sensory nerves that respond to stimuli
   iii. Drooping of the upper eyelid
   iv. Gradually developing opacity of the lens
   v. Abnormally outward gaze
   vi. Scratch or trauma to the cornea
   vii. Collection of blood vessels that form the blood supply to the outer portions of the retina
   viii. Nearsightedness
   ix. Abnormally inward gaze
   x. Blurred vision caused by an abnormally shaped cornea
   xi. Acute disease caused by an infectious infiltration into the cornea
   xii. Farsightedness
   xiii. Condition commonly known as pinkeye
   xiv. Inflammation of the iris
   xv. Tough, white fibrous tissue that helps maintain the shape of the eyeball