

# MEDICAL OFFICE PROCEDURES (250)

## REGIONAL – 2017

Part I	Multiple Choice (15 @ 5 each)	_____	(75 points)
Part II	Abbreviations (15 @ 3 each)	_____	(45 points)
Part III	Matching (15 @ 3 each)	_____	(45 points)
Part IV	SOAP Document Production	_____	(100 points)
<b>TOTAL POINTS</b>		_____	<b>(265 points)</b>

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

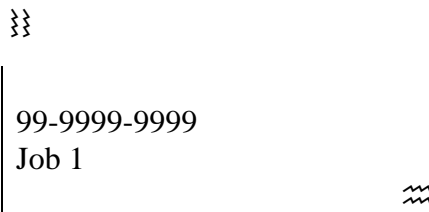
- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than 10 minutes orientation.  
No more than sixty (60) minutes actual testing time.  
No more than 10 minutes wrap-up.

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*Workplace Skills Assessment Program* competition.

### GENERAL INSTRUCTIONS

1. Use the Scantron scoring sheet provided for the objective portion of the test.
2. Make certain this test booklet contains Jobs I-IV.
3. Key Part IV according to the instructions given.
4. Correct any obvious keyboarding errors and incorporate any editing notations.
5. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
6. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
7. Key your contestant number and job number as the footer in the lower left-hand corner of all work submitted unless otherwise specified.

Example: 

8. If you finish before the end of the 60 minutes of testing, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged 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

### Part I – Multiple Choice

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

1. A small vein is a \_\_\_\_\_.
  - a. nodule
  - b. artery
  - c. venule
  - d. arteriole
  
2. An example of a root is \_\_\_\_\_.
  - a. hepat
  - b. osis
  - c. oma
  - d. pre
  
3. Physicians wishing to protect themselves from lawsuits sometimes practice \_\_\_\_\_.
  - a. malpractice
  - b. medical liability
  - c. release of information
  - d. defensive medicine
  
4. Which is *not* a type of nonverbal communication \_\_\_\_\_?
  - a. verbally stating your concern
  - b. facial expression
  - c. posture
  - d. eye contact
  
5. Using judgment to determine how soon a patient is seen is called \_\_\_\_\_.
  - a. common sense
  - b. triage
  - c. purging
  - d. flexible scheduling
  
6. Which of the following is *not* a step in filing \_\_\_\_\_?
  - a. sorting
  - b. coding
  - c. indexing
  - d. documenting
  
7. The suffix –pathy means \_\_\_\_\_.
  - a. to remove
  - b. to cut into
  - c. excessive
  - d. disease

8. Using alphabetical filing, which name would be filed *first*?
  - a. MacDonald-Miller
  - b. Macintire
  - c. McDonald
  - d. MacDonald
  
9. Endometriosis would most likely be covered in which body system?
  - a. female reproductive
  - b. skin
  - c. urinary
  - d. nervous
  
10. The "A" in SOAP charting stands for \_\_\_\_\_.
  - a. Anatomy
  - b. Assessment
  - c. Activity
  - d. Action
  
11. An example of a third party payer is a(n) \_\_\_\_\_.
  - a. insurance company
  - b. provider
  - c. long-term care facility
  - d. rehab facility
  
12. The person who determines how much time is allotted for each type of appointment is the \_\_\_\_\_.
  - a. nurse
  - b. person doing the scheduling
  - c. patient
  - d. physician
  
13. A normal blood pressure is \_\_\_\_\_.
  - a. 120/80
  - b. 210/100
  - c. 90/120
  - d. 20/20
  
14. Otitis media is the medical term for \_\_\_\_\_.
  - a. inflamed tonsils
  - b. ringing in the ears
  - c. enlarged adenoids
  - d. ear infection
  
15. The humerus is the medical term for \_\_\_\_\_.
  - a. lower jawbone
  - b. thigh bone
  - c. upper arm bone
  - d. upper part of pelvic bone

Contestant Number \_\_\_\_\_

**Part II—Medical Abbreviations—3 points each = 45 points Total**

Write out the following standard medical abbreviations or symbols. Spelling must be accurate.

16. GI

---

17. TPR

---

18. h.s.

---

19. hct

---

20. CHF

---

21. EHR

---

22. EKG

---

23. K+

---

24. HIPAA

---

25. b.i.d.

---

26. ♀

---

27. CVA

---

28. IV

---

29. ENT

---

30. H&P

---

Contestant Number \_\_\_\_\_

**Part III—Matching—3 points each = 45 points total**

Match the letter with the proper definition.

a. twice a day	d. at bedtime	g. swallowing	j. itching	m. pounds
b. before meals	e. cost on delivery	h. diagnosis	k. bruising	n. an advance directive
c. as needed	f. sincerely	i. after meals	l. purging	o. procedure

\_\_\_\_\_ 31. thinning charts

\_\_\_\_\_ 32. dx

\_\_\_\_\_ 33. p.r.n.

\_\_\_\_\_ 34. px

\_\_\_\_\_ 35. DNR

\_\_\_\_\_ 36. h.s.

\_\_\_\_\_ 37. COD

\_\_\_\_\_ 38. complimentary close

\_\_\_\_\_ 39. ecchymosis

\_\_\_\_\_ 40. p.c.

\_\_\_\_\_ 41. lb

\_\_\_\_\_ 42. pruritus

\_\_\_\_\_ 43. deglutition

\_\_\_\_\_ 44. b.i.d.

\_\_\_\_\_ 45. a.c.

**Part IV—Document Production—100 points total**

Rekey the following chart note using SOAP formatting and correcting spelling, grammar, and punctuation. Use yesterday's date as date of exam and date dictated, and today's date as date transcribed.

Patient, Kathleen Dahl, born August 5, 1955, was seen by her primary care physician, Kristina Johnson.

This 61 year old female patient presence with complaints of urinary burning and frequency. She has experienced this for four days. She also states she has nocteria and gets up five times every night to void. There have been no hematuria.

BP is 146/95, tempature 99.7, and pulse 80. Skin is warm and dry. She appears pale. Upon inspection, cervix is clean with no material seen in the vault. Adnexal areas are normal. No masses or tenderness noted.

Diagnosis is cystitis.

Ordered Cipro 250 mg q12 hour for three days, Pyridium 200 mg q4-6h p.r.n. burning, push oral fluids, return to office in four days if symptoms have not resolved.



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Part III	Matching (15 @ 3 each)	_____	(45 points)
Part IV	SOAP Document Production	_____	(100 points)
	<b><i>TOTAL POINTS</i></b>	_____	<b><i>(265 points)</i></b>

**Judge/Graders: Please double check and verify all scores and answer keys!**

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Example: }}

99-9999-9999
Job 1

}}

8. If you finish before the end of the 60 minutes of testing, notify the proctor. Time may be a factor in determining a winner when there is a tie score..
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

<b>Production Standards</b>	
<b>0 errors</b>	<b>100 points</b>
<b>1 error</b>	<b>90 points</b>
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<b>3 errors</b>	<b>50 points</b>
<b>4+ errors</b>	<b>0 points</b>



**Part I—Multiple Choice—5 points each = 75 points total**

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



**Part II—Medical Abbreviations—3 points each = 45 points total**

Write out the following standard medical abbreviations or symbols. Spelling must be accurate.

16. GI  
gastrointestinal
- 
17. TPR  
temperature, pulse, respirations
- 
18. h.s.  
hour of sleep; bedtime (not “at night”)
- 
19. hct  
hematocrit
- 
20. CHF  
congestive heart failure
- 
21. EHR  
electronic health record
- 
22. EKG  
electrocardiogram
- 
23. K+  
potassium
- 
24. HIPAA  
Health Insurance (not Information) Portability and Accountability Act
- 
25. b.i.d.  
twice a day
- 
26. ♀  
female
- 
27. CVA  
**Two possibilities:** either “cerebrovascular accident” (not cardiovascular) OR “costovertebral angle”
- 
28. IV  
intravenous
- 
29. ENT  
Ear, nose and throat (can accept answer without the comma after “nose”)
- 
30. H&P  
History and Physical
-



Contestant Number \_\_\_\_\_

**Part III—Matching 3 Points Each = 45 Points Total**

Match the letter with the proper definition.

a. twice a day	d. at bedtime	g. swallowing	j. itching	m. pounds
b. before meals	e. cost on delivery	h. diagnosis	k. bruising	n. an advance directive
c. as needed	f. sincerely	i. after meals	l. purging	o. procedure

l 31. thinning charts

h 32. dx

c 33. p.r.n.

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k 39. ecchymosis

i 40. p.c.

m 41. lb

j 42. pruritus

g 43. deglutition

a 44. b.i.d.

b 45. a.c.



**Part IV—SOAP Document Production - 100 points total**

**(Grader: Acceptable medical abbreviations may be used, and format for TPRs and meds may differ; highlighted items are ones to be corrected)**

(2 ½ inches from top)

Patient Name: Kathleen Dahl

PCP: Kristina Johnson, M.D.

Date of Birth: 08/05/1955

Date of Exam: (told to use yesterday's date)

Sex: F

**SUBJECTIVE:** This 60-year-old female patient presents with complaints of urinary burning and frequency. She has experienced this for four days. She also states she has nocturia and gets up five times every night to void. There has been no hematuria.

**OBJECTIVE:** BP is 146/95, temperature is 99.7, and pulse is 80. Skin is warm and dry. She appears pale. Upon inspection, cervix is clean with no material seen in the vault. Adnexal areas are normal. No masses or tenderness noted.

**ASSESSMENT:** Cystitis

**PLAN:**

1. Cipro 250 mg every 12 hours x 3 days
2. Pyridium 200 mg every 4-6 hours p.r.n. burning
3. Push oral fluids
4. Return to office in four days if symptoms have not resolved.

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Kristina Johnson, M.D.

KJ:(contestant number)

D: (told to use yesterday's date but in mm/dd/yyyy format)

T: (told to use today's date in mm/dd/yyyy format)