

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

Time \_\_\_\_\_

Rank \_\_\_\_\_

# MEDICAL OFFICE PROCEDURES (28)

## Regional—2012

Objective Portion—40 Questions \* 5 (200 Points) \_\_\_\_\_

Letter (100 Points) \_\_\_\_\_

Telephone Messages—2 Messages \* 18 (36 Points) \_\_\_\_\_

***TOTAL POINTS*** \_\_\_\_\_ ***(336 pts.)***

***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 ten (10) minutes orientation  
No more than 60 minutes actual testing time  
No more than ten (10) minutes wrap-up

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*Workplace Skills Assessment Program* competition.

### **GENERAL INSTRUCTIONS**

1. Answer the objective questions using a No. 2 pencil on the Scantron scoring sheet unless instructed otherwise.
2. Fill in each answer space completely and erase any stray marks.
3. Make certain this test booklet contains Jobs 1-2.
4. Correct all spelling errors. Copy is graded on production standards.
5. For any problem where you would normally use your reference initials, use your contestant number. Your name or initials should **NOT** appear on any work you submit.  
**Key your contestant number and job number as a footer in the lower left-hand corner of all work submitted.**  
Example: 99-9999-9999  
Job 1
6. If you finish before the end of the testing time, notify the proctor. Time may be a factor in determining the winner in the event of a tie.
7. When turning in your contest, place your Scoring Sheet on top of your jobs. The jobs should be arranged in numeric order. The Scantron scoring sheet should be the first thing in your packet when you turn it in.

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**Multiple-Choice Directions:** Mark on the scantron scoring sheet the letter of the answer that best completes/describes the statement.

1. The four types of hearing loss are:
  - a. Conductive, sensory, neural, and central
  - b. Central, neural, middle, and peripheral
  - c. Conductive, neural, central, and inner
  - d. Central, inner, middle, and neural
  
2. Insurance companies refer to which group of physicians as primary care physicians?
  - a. cardiologists and orthopedist
  - b. pathologists and psychiatrists
  - c. family practitioners and internists
  - d. gerontologists and endocrinologists
  
3. A neurological disorder characterized by recurring headaches is:
  - a. chiroprasty
  - b. endocrinologist
  - c. oncologist
  - d. migraine
  
4. Melanoma is a(n)
  - a. prescription
  - b. hemoglobin
  - c. cancerous tumor
  - d. blood clot
  
5. To use the form of treatment believed to be best for the patient, to refrain from harmful actions, and to keep a patient's private information confidential is part of
  - a. the state law
  - b. the Hippocratic oath
  - c. medical ethics
  - d. an employer's rules
  
6. A legal document addressed to the patient's family and physicians stating what type of treatment the patient wishes or does not wish when terminally ill is a(n)
  - a. living will
  - b. universal donor card
  - c. admission sheet
  - d. medical history form
  
7. Cytotechnologists
  - a. perform operations on the brain
  - b. repair the body cavity
  - c. examine human cells under a microscope
  - d. none of the above
  
8. Radiographers
  - a. assist physicians by obtaining images using x-ray
  - b. assist physicians by using ultrasound machines
  - c. specialize in the treatment of tumors
  - d. none of the above

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9. An example of a situation in which the patient automatically gives up the right to confidentiality is when a patient
  - a. sues a physician
  - b. has a sexually transmitted disease
  - c. has a terminal illness
  - d. chooses another physician
  
10. Medical transcriptionists may work
  - a. in the hospital
  - b. in a physicians office
  - c. in an insurance company
  - d. All of the above
  
11. The medical assistant's goal for working with angry patients is
  - a. to confront them with their inappropriate behavior
  - b. to help them refocus emotional energy toward solving the problem
  - c. to tell them the consequences of their angry behavior
  - d. to avoid allowing them to discuss their anger
  
12. Physicians' assistants provide patient care
  - a. only during emergencies
  - b. when a licensed RN is present to assist
  - c. under the direction of oncologist
  - d. under the supervision and instruction of a licensed physician
  
13. A patient may file a lawsuit against a physician claiming abandonment
  - a. if the doctor leaves the patient alone in an exam room
  - b. if the patient is not asked to reschedule an appointment
  - c. refers the patient to another physician
  - d. if the physician fails to furnish care for the illness
  
14. The most appropriate way to deal with a family member who accompanies a patient to an appointment is to
  - a. refuse to talk with the family member
  - b. tell the family member it is inappropriate for them to accompany the patient
  - c. ask the patient if they want the family member to accompany them to the examination room
  - d. insist that the family member leave the office
  
15. When communicating with a patient who cannot speak or understand English
  - a. write down instructions for the patient
  - b. speak to the patient using appropriate medical terminology
  - c. learn some basic phrases in the patient's native language
  - d. provide an interpreter for the patient
  
16. The key written communication tool in the medical office is the
  - a. material safety data sheets
  - b. policy and procedures manual
  - c. employee's time records
  - d. record of continuing education programs

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17. Gastro- means
  - a. sugar
  - b. liver
  - c. stomach
  - d. kidney
  
18. To help prevent a malpractice claim with patients, a good assistant should
  - a. keep everything you hear, see, and read about patients completely confidential
  - b. prescribe treatment if you think you know what is wrong with a patient
  - c. keep treatment information from another physician from your boss
  - d. talk to other physicians about patients
  
19. Which of the following is part of the small intestine?
  - a. ileum
  - b. colon
  - c. liver
  - d. pancreas
  
20. The first step to troubleshooting a medical machine is to
  - a. eliminate possible simple causes of the problem
  - b. test the machine to determine what it is failing to do
  - c. consult the equipment manual
  - d. call the manufacturer
  
21. A collection of records created and stored in a computer is a(n)
  - a. application
  - b. icon
  - c. database
  - d. word processor
  
22. Medical records include which of the following information about a patient?
  - a. criminal record
  - b. insurance coverage
  - c. family disputes
  - d. job instability
  
23. A physician will usually want to take a call that is
  - a. from an accountant
  - b. an urgent call from the hospital
  - c. on a progress report on a patient
  - d. a prescription refill for a patient
  
24. Which of the following is superior to the neck?
  - a. nose
  - b. shoulder
  - c. feet
  - d. stomach

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25. Keep a caller who is on hold informed about the status of the call once every
- 60 seconds
  - 15 seconds
  - 30 seconds
  - none of the above
26. Which is a function of the pancreas?
- digest food
  - secrete insulin
  - defecation
  - release bilirubin
27. Determining how long to keep patient records in the office after they have become inactive or closed is called
- record management
  - a retention schedule
  - a numeric filing system
  - an alphabetic filing system
28. If a patient was overcharged for services, the appropriate procedure is to
- tell the patient to pay the current bill and a refund will be mailed
  - give the patient a credit toward future services
  - ask the patient to wait for a corrected statement before sending payment
  - apologize, but tell the patient that nothing can be done.
29. A patient calls for a laboratory result, which is abnormal. The medical assistant should
- tell the patient the physician will call back with the results
  - mail the patient the results
  - read the results of the laboratory test to the patient
  - ask the patient to come to the office to pick up the results
30. A drop in body temperature during prolonged exposure to cold is called
- heatstroke
  - hypothermia
  - shock
  - sunstroke
31. An elective surgery is scheduled
- any day or time that the patient requests
  - on certain days when the doctor is scheduled to be in the operating room
  - when the hospital has an operating room available
  - when the office schedule is not busy
32. A patient needs immediate attention but his physician has been called away to an emergency at the hospital. The best solution is to
- have the patient wait until the physician returns
  - make sure the patient is seen by another physician
  - let the patient leave, but have him return later that day
  - cancel the patient's appointment, but have him call to talk to the physician

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33. Which of the following structures are the smallest?
  - a. bronchioles
  - b. alveoli
  - c. pleura
  - d. bronchi
  
34. A unique sequential number assigned by Medisoft is a(n)
  - a. account number
  - b. case number
  - c. billing code
  - d. none of the above
  
35. The element hepat- means
  - a. kidney
  - b. head
  - c. neck
  - d. liver
  
36. What is the medical term for spitting up blood?
  - a. asphyxia
  - b. hematemesi
  - c. apnea
  - d. hemoptysis
  
37. In which body system would you find information on asthma?
  - a. respiratory
  - b. male reproductive
  - c. female reproductive
  - d. cardiovascular
  
38. In SOAP charting, the AP@ stands for
  - a. patient
  - b. post
  - c. possible
  - d. plan
  
39. Lunula is
  - a. the medical term for itching
  - b. a horny skin cell
  - c. a sweat gland
  - d. the half moon, white region on the finger nail.
  
40. The kidney lies \_\_\_\_\_ to the spinal cord.
  - a. lateral
  - b. frontal
  - c. distal
  - d. transverse

***Job 1—Letter***

You are employed at the medical office of Dr. Jackie Streich. You have been instructed to type up a letter to Brenda Ehlert, 1274 Texas Avenue, Cleveland, OH 20010-1974 to let her know about her abnormal cholesterol test results. Use the current date and the subject of Cholesterol Test Results.

Please use the following information in the body of your letter to Ms. Ehlert.

Recently you had a cholesterol test done. The cholesterol levels were abnormal. These are usually associated with increased risk for stroke and heart attack. I am writing this letter to you to let you know that your levels are high enough that I think intervention is the next best step. I would like you to make an appointment, if you are interested in treatment for this. There are several treatment options available at this time. Diet is one of the options, although there is limited reduction in total cholesterol and LDL cholesterol with dieting. Most of the time under strict diet patients can achieve a 15% reduction in cholesterol. If your cholesterol levels are moderate to severely elevated, usually diet is not the first line of therapy. If you are diabetic or have hypertension these two also increase your risk with the combination of hypercholesterolemia. Most of the time cholesterol that is elevated is from your genetic background and is independent of diet. New research shows that treatment of high cholesterol can decrease your risk of developing Alzheimer's disease.

Again, I am recommending at least we discuss medical treatment for hypercholesterolemia. Please consider calling for a follow up appointment concerning your cholesterol levels. If you should have any further questions, please do not hesitate to contact me. I am enclosing a copy of your lab results for your review.



***Job 2— Telephone Messages***

You work for Dr. Jackie Streich. Record the following phone messages properly on the forms provided. Use today's date. Use your contestant number in place of your initials.

Message 1: Brenda Ehlert, phone (612) 555-1111, calls at 9 a.m. to request a phone conversation regarding her cholesterol test results. Please call.

Message 2: Shelly O'Driscoll of Pfizer Pharmaceuticals, phone (952) 555-1212, calls at 9:45 a.m. to arrange a meeting with you to discuss a new trial drug for high cholesterol levels. She will try to reach you again later this morning.

<b>TELEPHONE MESSAGE</b>	
To: _____	Date: _____
From: _____	Time: _____
Of: _____	
Phone #: _____	
URGENT: <input type="checkbox"/>	Time Deadline: _____
___ Telephoned	___ Please Call
___ Returned Call	___ Will Call Again
___ Was In	___ Will Return
Message _____	
_____	
_____	
_____	
Received by _____	

<b>TELEPHONE MESSAGE</b>	
To: _____	Date: _____
From: _____	Time: _____
Of: _____	
Phone #: _____	
URGENT: <input type="checkbox"/>	Time Deadline: _____
___ Telephoned	___ Please Call
___ Returned Call	___ Will Call Again
___ Was In	___ Will Return
Message _____	
_____	
_____	
_____	
Received by _____	



# MEDICAL OFFICE PROCEDURES (28)

## *KEY*

Regional—2012

***TOTAL POINTS***

\_\_\_\_\_ (*336 pts.*)

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***Graders:***

When grading computer-generated problems, refer to the Style and Reference Manual and Production Standards in the *Workplace Skills Assessment Program Guidelines* for further instructions.

Please double-check and verify all scores!

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*Workplace Skills Assessment Program* competition.

*Note to Grader(s):  
Please follow Production  
Standards when grading.*



**SCANTRON**

1. A
2. C
3. D
4. C
5. B
6. A
7. C
8. A
9. A
10. D
11. B
12. D
13. D
14. C
15. D
16. B
17. C
18. A
19. A
20. A
21. C
22. B
23. B
24. A
25. C
26. B
27. B
28. C
29. A
30. B
31. B
32. B
33. B
34. B
35. D
36. D
37. A
38. D
39. D
40. A

*Note to Grader(s):  
Please follow Production  
Standards when grading.*



**Job 1—Letter—100 Points**

Current Date

Production Standards  
0 errors = 100 pts.  
1 error = 90 pts.  
2 errors = 70 pts.  
3+ errors = 0 pts.

Ms. Brenda Ehlert  
1274 Texas Avenue  
Cleveland, OH 20010-1974

Dear Ms. Ehlert

**CHOLESTEROL TEST RESULTS**

Recently you had a cholesterol test done. The cholesterol levels were abnormal. These are usually associated with increased risk for stroke and heart attack. I am writing this letter to you to let you know that your levels are high enough that I think intervention is the next best step. I would like you to make an appointment, if you are interested in treatment for this. There are several treatment options available at this time. Diet is one of the options, although there is limited reduction in total cholesterol and LDL cholesterol with dieting. Most of the time under strict diet patients can achieve a 15% reduction in cholesterol. If your cholesterol levels are moderate to severely elevated, usually diet is not the first line of therapy. If you are diabetic or have hypertension these two also increase your risk with the combination of hypercholesterolemia. Most of the time cholesterol that is elevated is from your genetic background and is independent of diet. New research shows that treatment of high cholesterol can decrease your risk of developing Alzheimer's disease.

Again, I am recommending at least we discuss medical treatment for hypercholesterolemia. Please consider calling for a follow up appointment concerning your cholesterol levels. If you should have any further questions, please do not hesitate to contact me. I am enclosing a copy of your lab results for your review.

Sincerely

Dr. Jackie Streich

xxx

Enclosure

If a student corrects a mistake but the answer key is wrong, the student should not be marked wrong. Please accept it either way.

Footer should contain contestant number and job number. If all or part is missing count as one error.

Contestant #  
Job 1



**Job 2— Telephone Messages—36 Points**

**Graders: Please allow one point for each possible entry on each message with three points awarded for the message they provide.**

(18 Points)

**TELEPHONE MESSAGE**

To: Dr. Streich <sup>①</sup> Date: Current <sup>①</sup>

From: Brenda Ehlert <sup>①</sup> Time: 9 a.m. <sup>①</sup>

Of --- <sup>①</sup>

Phone #: 612-555-1111 <sup>①</sup>

URGENT:  Time Deadline: \_\_\_\_\_ <sup>①</sup>

<sup>①</sup> Telephoned  <sup>①</sup> Please Call

<sup>①</sup> Returned Call  <sup>①</sup> Will Call Again

<sup>①</sup> Was In  <sup>①</sup> Will Return

Message <sup>③</sup> Would like to speak to you  
regarding her cholesterol test results.

Received by Contestant # <sup>①</sup>

(18 Points)

**TELEPHONE MESSAGE**

To: Dr. Streich <sup>①</sup> Date: Current <sup>①</sup>

From: Shelly O'Driscoll <sup>①</sup> Time: 9:45 a.m. <sup>①</sup>

Of Pfizer Pharmaceuticals <sup>①</sup>

Phone #: 952-555-1212 <sup>①</sup>

URGENT:  Time Deadline: \_\_\_\_\_ <sup>①</sup>

<sup>①</sup> Telephoned  <sup>①</sup> Please Call

<sup>①</sup> Returned Call  <sup>①</sup> Will Call Again

<sup>①</sup> Was In  <sup>①</sup> Will Return

Message <sup>③</sup> Would like to meet with you to  
discuss a new trial drug for high  
cholesterol levels.

Received by Contestant # <sup>①</sup>