

Medical Assistant PRACTICE EXAM KIT



750

Questions with Fully Explained Answers

Applicable to the
CMA (AAMA), RMA (AMT),
NCMA (NCCT) and
CCMA (NHA) Exams

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Clinical




Specimen Collection
Patient Preparation
Diagnostic Testing
Infection Control
Emergencies
First Aid...

**2019
Edition**

By: **Melanie Shearer, CMA (AAMA) Instructor**
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Medical Assistant Practice Exam

Published by Tests.com LLC

PO Box 232

Lititz, PA 17543

www.Tests.com

ISBN: 978-1-938967-10-8

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Review of Medical Assistant Exams

I. The Certification Advantage

Certification is a process of demonstrating that a candidate has met entry level requirements to practice as a medical assistant. Some may argue that training on the job is just as effective as showing that someone has passed a written exam, but this perspective fails to appreciate the deep level of understanding that comes with didactic education. Knowing how to perform a procedure is of course essential to job performance, but knowing WHY a procedure is being done and WHY it is being done a certain way gives a practicing medical assistant a frame of reference to use when issues occur. For example, anyone can be taught how to perform phlebotomy. However, not understanding the reasons for standard precautions and aseptic technique could lead some uncertified medical assistants to make procedural choices that could potentially harm the patient.

More employers are placing a great deal of importance on verifying the credential status of potential employees. Medical assistants that earn a certification credential have an edge in job procurement as many employers are now requiring certification. The credential also has a high level of respect in the medical assisting field. Those that pass a certification exam have shown that they have a deep understanding of professionalism and scope of practice, and a thorough knowledge of the administrative and clinical aspects of the field.

There are a number of certifying bodies across the country. The four most prevalent are the medical assistant certifications offered by the American Association of Medical Assistants (AAMA), the American Medical Technologists (AMT), the National Center for Competency Testing (NCCT) and the National Healthcareer Association (NHA). In most cases, certification by any of these organizations will be accepted nationally. Check with your employer to see what certification they prefer. There is no state licensure requirement for medical assistants unless a medical assistant seeks to work in a specialty area, like in radiography. Each of these organizations and their certification tests will be discussed below.

II. CMA (AMMA)

1. General Exam Information

The certification exam through the AAMA is offered to students who have graduated with a certificate of proficiency or higher in medical assisting from an educational institution that is

accredited by either the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES). Students who have attended schools that are not accredited by either of these organizations are not eligible to sit for the certification exam through the AAMA.

Upon completion of a properly accredited medical assisting program, students have five years to take the exam. However, in order to be considered a, “recent graduate,” and pay a lower certification fee, recent graduates must take the exam within 12 months of program completion.

Applications that are verified and accepted by the AAMA will be approved for testing. Applicants will receive an email stating that they are registered to take the exam and have 90 days in which to do so. Applicants must then print out a scheduling permit that is taken to the testing center on the day of the exam.

2. Applying for the CMA (AAMA) Exam

Applying for the CMA (AAMA) exam is a straight-forward process and is explained in detail in the CMA (AAMA) applicant handbook which is available to download from the AAMA website. For candidates that have completed an appropriately accredited program and have received program completion verification from the educational institution’s program director, choosing a 90 day testing period is the next step. The exam handbook lists the application deadlines for testing periods throughout the year. Applicants are encouraged to closely review the deadlines as they are binding; failure to submit an application before a stated deadline will result in a delay of the chosen testing period.

Approximately 30 days after the application has been mailed by the applicant, an email will be sent to the applicant from the AAMA providing notification of the registration status of the applicant. If all of the information has been received, the applicant will be listed as, “Registered,” for the exam. Any additional information that is needed will result in the applicant’s status listed as, “Incomplete,” and will require the applicant to take action on the missing documents or payment of fees for the exam.

For applicants that are listed as, “Registered,” a scheduling permit will be available for printing. This permit must be taken with the applicant to the testing center on the date that has been confirmed by the testing center.

3. Testing Expectations

Prometric testing venues offer state of the art examination administration. Centers are proctored and follow strict policies on candidate admittance and exam administration.

Examinations are given in a controlled environment and many candidates are surprised at the level of care that is taken to protect the examination content. All candidates must follow specific instructions when entering the testing center. These instructions include storing all cell phones and electronic devices in lockers. No personal belongings can be taken into the testing room, so candidates are advised to leave any extraneous items at home. Jackets and sweaters are also not permitted, so prepare for potential colder conditions by dressing appropriately. Candidates are encouraged to review the Prometric policies before scheduling an examination.

4. Exam Format

The CMA (AAMA) certification exam is a computerized multiple choice exam. The exam consists of 200 questions, of which only 180 are actually scored. The 20 questions that are not scored are questions that are being considered for future exams. The CMA (AAMA) candidate will not know which of the 200 questions are the 20 pre-test questions, so all 200 multiple choice questions must be taken seriously and answered to a candidate's best ability.

The computerized multiple choice exam is a timed exam. All 200 questions must be answered in 160 minutes. An option for a total of 20 minutes of break time will be offered between testing segments. The testing segments are divided into four 40 minute increments. Candidates may choose whether or not to take a break, but total break time will not exceed 20 minutes, and total testing time will not exceed 195 minutes. An optional 15 minute tutorial is offered at the beginning of the exam and is recommended for all candidates as it explains in detail how to navigate through the exam.

5. Exam Content

The exam is broken down into three main content areas: General, Clinical, and Administrative. Each content area is then broken down into specific topic sections. General content contains topic sections such as Medical Terminology, Anatomy and Physiology, Professionalism, and Communication. Clinical content focuses on areas that are used in the day-to-day patient care aspects of medical assisting. Infection Control, Patient Preparation, Specimen Collection, and First Aid are covered in the Clinical content area of the CMA (AAMA) exam. Finally, office procedures are tested through the Administrative content area. Questions that focus on Filing, Billing and Coding, Accounting, and Office Policies can be found in the Administrative content area.

Candidates may be surprised at the scope and depth of the material covered by the exam. While some questions may focus on broad topics such as patient care and privacy concerns, other questions may be specific in nature. For example, it isn't uncommon to find questions that ask for

specific details of a procedure or calculation. Some questions may ask for conversion factors between the Metric System to the English measuring system or a candidate may encounter a question asking about the processor speed of a computer's central processing unit. It is also strongly advised that candidates also prepare for questions concerning office management practices. Employee recruitment, payroll processes, interviewing methods, and resume review are also potential topics that may be used as material in the question pool.

An official examination content outline can be found on the AAMA website and is a valuable resource in preparing for the exam. Candidates are encouraged to print out the outline and review it even before studying for the exam. Many educators advise students to print out the outline when beginning their medical assisting education so that students can organize their notes according to the outline as classes are being taken. The outline can then be highlighted for areas that need the most attention when studying for the exam.

III. RMA (AMT)

1. General Information

The AMT has a program that certifies medical assistants and offers the Registered Medical Assistant (RMA) credential. The AMT is a nationally and internationally recognized certifying agency. It is accredited by the National Commission for Certifying Agencies (NCCA). To take the exam and become certified through the AMT, the candidate must meet certain educational qualification standards. The candidate must be a recent graduate of a medical assisting program that meets certain accreditation requirements, have been employed in the profession of medical assisting for a minimum of five years or have passed a generalist medical assisting certification exam accepted by the AMT and been working in the profession for three out of the last five years.

To obtain the RMA (AMT), the candidate must take the RMA exam. After a candidate makes application to the AMT, the AMT Registrar will send the candidate an Authorization to Test letter. The letter will contain the necessary details to schedule the examination.

2. Test Information

The RMA (AMT) exam is given in either paper/pencil or computer based formats. Which format is offered to a candidate depends on the candidate's situation and application route. If the candidate takes a paper/pencil exam, results are mailed in writing within six to eight weeks of the exam date. If the test is taken on a computer, results are given immediately at the test center. To ensure the integrity of the test, candidates are not permitted to bring the following into the testing

center: papers, books, notes, unauthorized scratch paper, food, cellular phones, beepers, pagers, cameras, photographic or video equipment.

The computer based exam is administered by Pearson Vue at sites across the country. Once the candidate receives the Authorization to Test Letter from the AMT Registrar, the candidate is to contact Pearson Vue to schedule the test. If the test is given in writing, the test is given at AMT locations.

3. Exam Format

Candidates are given two hours to take the computer based exam and three hours to complete the paper/pencil format exam. There are 210 questions on the exam. The questions are multiple choice where the candidate is to select the single best choice from among alternatives. Questions may ask the candidate to recall facts, analyze data, use charts or graphs and solve problems. To pass the exam, the candidate must obtain a scaled score of at least 70. The scale used to score the test is from 0 to 100. The score given is not the percentage of questions answered correctly or the number of questions answered correctly.

4. Exam Content

The subject matter tested by the RMA (AMT) Exam is broken down into three general areas: General Medical Assisting Knowledge, Administrative Medical Assisting and Clinical Medical Assisting. The General Medical Assisting Knowledge includes such subjects as Anatomy and Physiology, Medical Terminology, Law and Ethics. The Administrative Medical Assisting section covers such subjects as Insurance, Finance and Bookkeeping and Medical Secretarial and Clerical. Finally, the Clinical Medical Assisting section covers Instruments, Sterilization, Vital Signs and Measurements, Physical Examinations, Minor Surgery, Pharmacology, Laboratory Procedures and First Aid.

IV. NCMA (NCCT)

1. General Information

The NCCT offers the credential National Certified Medical Assistant (NCMA). It is accredited by the NCCA. To qualify to take the exam and receive the NCMA credential, a candidate must graduate from high school or have the equivalent degree of education and graduate from an approved medical assisting program of study or work in the field for at least two years. The NCMA credential is awarded for a five year period, at which time it must be renewed.

To receive the NCMA credential, the candidate must take an exam. Applications for testing must be received at least two weeks prior to the requested test date. Only candidates who currently attend NCCT approved programs can apply online. All other candidates must complete and deliver a paper application to the NCCT. NCCT Exam Coordinators schedule the tests to be given at sites that they designate. Candidates in NCCT approved educational programs may be able to take the exam at their school locations upon confirmation of eligibility.

2. Test Information

The NCCM exam consists of 165 questions and the candidate is given three (3) hours to complete the exam. The exam is multiple choice and each question gives four answer options, only one of which is the correct answer. The exam may be taken in either paper/pencil or computer based formats. Candidates select which format they want in the application. The passing score is determined by a subject matter expert panel. The passing point of the exam is designed to identify candidates with acceptable entry-level knowledge. Computer based results are available immediately upon completion of the test. The results of paper exams are sent to the candidate within four to six weeks of the test date.

3. Test Content

The NCCM exam covers knowledge, skills and abilities used in both the front and back office. The exam covers such subjects as medical office management duties, general bookkeeping, insurance, medical procedures, infection control, patient exams, phlebotomy, EKGs, pharmacology, anatomy, physiology and medical terminology.

V. CCMA (NHA)

1. General Information

The NHA offers the credential Clinical Medical Assistant Certification (CCMA). It is accredited by the NCCA. To qualify to take the exam and receive the CCMA credential, a candidate must graduate from high school or have the equivalent degree of education and graduate from an approved medical assisting program of study or work in the field for at least one year. The NCMA credential is awarded for a two year period, at which time it must be renewed.

To receive the CCMA credential, the candidate must take an exam. Applicants must register online with the NHA and apply to take the exam. The exam is taken at a PSI test site. Applicants schedule their test with PSI.

2. Test Information

The CCMA exam consists of 180 questions and the candidate is given three (3) hours to complete the exam. Only 150 questions will be scored, with 30 questions under consideration for future tests. NHA uses a scaled score method which is determined by computer software. A scaled score of 390 is needed to pass. Final scores are delivered to test candidates online.

3. Test Content

The CCMA exam covers seven domain knowledge areas: (1) foundational knowledge and skills, (2) anatomy and physiology, (3) clinical patient care, (4) patient care coordination, (5) administrative assisting, (6) communication and customer care, and (7) medical law and ethics. A detailed outline of these content areas is provided by the NHA, which shows what various topics are covered by the exam.

VI. Planning for Exam Day

As with any test that is taken while still in school, cramming the night before the exam is never a good idea. Study time should be planned well in advance of exam day. Students who have an organized study schedule will find that reviewing the material will be much easier and will allow time to make adjustments for weak areas.

Depending on how prepared a candidate is for the exam, up to several weeks of study time may be necessary. However, many candidates fall into the trap of purposely putting off the exam with good intentions to take that time to study. What many candidates find is that this study time fills with other life obligations. It's best to take the test as soon as possible after the eligibility requirements are met.

On the day before the exam, candidates should collect all necessary documentation, including the scheduling permit and government issued identification, such as a driver's license. Appropriate clothing should be chosen that will allow the candidate to be warm without being uncomfortable since there are no bulky coats or sweaters allowed in the testing area. If the candidate is not familiar with the location of the testing site, printing a map and directions will help ensure that the testing time will not be missed due to inability to find the center.

Getting a good night's sleep is imperative in properly preparing for the exam. Even though nerves may be an issue, at least eight hours of sleep will be needed to feel refreshed and ready. Some candidates may be tempted to pull an, "all-nighter," to study, but this more than likely will result in poor information retention and will leave the examinee feeling groggy.

VII. How the Tests.com Practice Exam Can Prepare You

The Tests.com practice exam for the medical assistant credentialing exam was developed with test success as the goal. By specifically formulating the questions to cover the test content outlines provided by the AAMA, AMT, NCCT and NHA, I have assembled a well-rounded review of much of the material covered on the exam. While it would be impossible to create an exam that covers every possible test question or scenario, what I have put together for you will give you an excellent idea of where you need to focus your studying.

Each section of the practice exam contains an assortment of multiple choice questions focusing on the main subject areas required by the AAMA, AMT, NCCT and NHA. Candidates are encouraged to take each section of the practice exam, correct errors, and then review material that was answered incorrectly. This method of studying will alert users to weak areas and allow for focused studying.

It is recommended that you take the Tests.com practice test before you start studying to assess your strengths and weaknesses and to evaluate how well you know the material. Taking a practice test should be one part of your total study plan, including the review of reference books and text books, class notes, study guides, flashcards and test prep courses. You can use the bubble sheet at the end of the test to track your answers. Print numerous copies of the bubble sheet so you can take the test more than once. You will want to mix some test taking into your study habits to vary your activities to keep the process interesting and to more effectively commit the subject matter to memory. You also want to practice your test taking skills. Limit yourself to a certain time period for a certain number of questions randomly selected. You can do this more than once throughout your preparation period. Finally, a few days prior to the actual test, retake this practice test to evaluate your grasp of the material.

VIII. Top Five Tips for Exam Success

- 1. Take your education seriously!** Treat every assignment, task, practical exam, and paper as if it were study material for the certification exam. When you start studying early, cramming needn't be an option.
- 2. Consider purchasing an exam review guide.** Many times these guides have a decent outline of the material covered on the exam explained in great detail.
- 3. Take as many practice tests as possible!** The more you prepare yourself for the types of questions on the actual exam, the more comfortable you will be on exam day.

4. **Read the entire candidate handbook from cover to cover.** This will prepare you for the exam day by giving specific information about the exam and what to expect.
5. **Take the first 15 minutes of the exam to go through the entire tutorial.** While it isn't a requirement for the exam and isn't graded, learning how to navigate through the exam will help to ensure that you do not make costly mistakes that could affect your final score.

IX. After the Exam

As soon as you submit your final answer on a computer based exam, you will find out if you have passed the exam. While these scores may not be considered to be official, you will receive an embossed form that can be used to show that the exam was successfully passed. Many employers will request to see this form if a job offer is extended before the official results arrive.

Attaining the certified medical assistant credential is an important step in showing employers and coworkers that you are dedicated to excellence in medical assisting. Careful and thorough preparation for the examination will include researching the application process, accurately applying to sit for the exam, studying each section of the exam outline, and testing yourself for mastery of the material. The attached practice test will help you through this process. Best of luck for your success in passing the certification exam!

Best wishes,

Melanie Shearer, MS., MT (ASCP), CMA (AAMA)

Section 1 - Medical Terminology and Anatomy

1. The term, “Afferent Nerve,” means:

- a. Carrying an impulse to the brain
- b. Carrying an impulse away from the brain
- c. Carrying impulses to the motor neurons of the appendicular muscles
- d. None of the above

2. The medical term, “basophilia,” refers to:

- a. an attachment of the epithelial cells of the skin to a basement membrane
- b. An overabundance of a particular white blood cell in the peripheral blood
- c. An underrepresentation of basophils on a blood smear.
- d. None of the above

3. When considering the structural organization of the human body, which of the following is the basic unit of life?

- a. Chemicals
- b. Atoms
- c. Molecules
- d. Cells

4. When a patient is standing in anatomical position, where are his feet?

- a. Facing forward with the toes spread open
- b. Facing out to the sides to open the hips
- c. Side by side and facing forward; toes resting comfortably.
- d. The feet are pointed inward.

5. A physician asks you to place the patient with his dorsal side facing the exam table. Which of the following accurately describes the how the patient is positioned?

- a. The patient is lying prone.
- b. The patient is lying supine.
- c. The patient is lying in the recovery position.
- d. The patient is lying on his stomach.

- 6. The body plane that divides the body into right and left sides is the:**
- a. Frontal Plane
 - b. Medical Plane
 - c. Median Plane
 - d. Transverse Plane
- 7. A patient is asked to abduct her arms. Which of the following accurately describes her arm movement?**
- a. She moves her arms away from her trunk.
 - b. She moves her arms toward her trunk.
 - c. She rotates her arms at the wrists while holding them toward her feet.
 - d. She crosses her arms over her abdomen.
- 8. Which of the following sets of word parts means, "Pain"?**
- a. -dynia and -algia
 - b. a- and an-
 - c. -ia and -ac
 - d. -pathy and -osis
- 9. A common childhood illness is caused by the Bordatella pertussis bacterium. Which of the following diseases is caused by this bacteria?**
- a. German Measles
 - b. RSV
 - c. Meningitis
 - d. Whooping Cough
- 10. Which of the following glands found in the skin secretes a liquid called, "Sebum?"**
- a. Apocrine Glands
 - b. Sebaceous Glands
 - c. Lacrimal Glands
 - d. Sweat Glands
- 11. A patient that has been diagnosed with alopecia would be described as having:**
- a. body lice
 - b. lack of ear lobes
 - c. Indigestion
 - d. hair loss

- 12. A patient presents with vesicles covering the upper torso. Which of the following situations could cause this condition?**
- a. Knife fight
 - b. Auto accident
 - c. Sun burn
 - d. Fungal infection
- 13. A child is diagnosed with a Greenstick Fracture. Which of the following most accurately describes the broken bone?**
- a. compound fracture of the fibula
 - b. a partial break in a long bone
 - c. fracture of the growth plate of the ulna near the wrist
 - d. Colles fracture of the tibia
- 14. When reading a lab report, you notice that a patient's sample is described as having anisocytosis. Which of the following most accurately describes the patient's condition?**
- a. The patient has an abnormal condition of skin cells.
 - b. The patient's red blood cells vary in size.
 - c. The patient has a high level of fat cells and is obese.
 - d. The patient's cells are indicative of necrosis.
- 15. One of the three smallest bones in the body is the:**
- a. Vomer
 - b. Distal phalange of the small toe
 - c. Stapes
 - d. Coccyx
- 16. A patient is having a colposcopy procedure performed. How should the patient be instructed to prepare for the procedure?**
- a. NPO for 8-12 hours before the procedure.
 - b. D/C all HTN Rx for two days prior to the procedure.
 - c. Take three Dulcolax tablets and two containers of Miralax the day before to clear out the lower GI system.
 - d. None of the above prep is necessary for this type of procedure.

- 17. Which of the following organs would be described as being located retroperitoneally?**
- a. Kidneys
 - b. Thymus
 - c. Small Intestines
 - d. Spleen
- 18. The heat-regulating center of the brain is the:**
- a. Hypothalamus
 - b. Pituitary Gland
 - c. Pons
 - d. Medulla Oblongata
- 19. A patient with Bell's Palsy would have which of the following complaints?**
- a. Paralysis of the right or left arm
 - b. Malfunction of a certain cranial nerve
 - c. A sub-condition of Cerebral Palsy
 - d. A side effect of a stroke
- 20. A pathologic condition described as, "Increased intraocular pressure of the eye," is:**
- a. Detached Retina
 - b. Fovea Centralis
 - c. Presbyopia
 - d. Glaucoma
- 21. The anatomic structure located in the middle of the heart which separates the right and left ventricles is the:**
- a. Septum
 - b. Sputum
 - c. Separator
 - d. None of the above.
- 22. Which of the following boney landmarks is described by, "large, blunt, irregularly shaped process, such as that found on the lateral aspect of the proximal femur"?**
- a. Tubercle
 - b. Tuberosity
 - c. Condyle
 - d. Trochanter

23. The Atlas and the Axis:

- a. are found in the vertebrae.
- b. can be described as being cervical.
- c. are the first two bones that form the column for the spine on the superior aspect.
- d. All of the above.

24. The body system that functions to maintain fluid balance, support immunity and contains the spleen is the:

- a. Lymphatic System
- b. Digestive System
- c. Urinary System
- d. Reproductive System

25. The duodenum:

- a. is the third section of the small intestine, which leads immediately to the colon.
- b. is the section of the stomach where the gall bladder delivers bile.
- c. is the section of the small intestine where the pancreas delivers insulin.
- d. None of the above.

26. This particular gland of the endocrine system secretes a hormone that is known to assist with the sleep/ wake cycle. What gland is it?

- a. Pituitary
- b. Pineal
- c. Pancreas
- d. Hypothalamus

27. A doctor writes out a prescription for medication to be taken as needed for pain. Which of the following abbreviations could the medical assistant expect to see on the prescription form?

- a. CHF
- b. ATB
- c. Ac
- d. Prn

28. A patient has been diagnosed with a mycotic condition. Which of the following drug types would be used to treat this condition?

- a. Antifungal
- b. Antiarrhythmic
- c. Diuretic
- d. Antiemetic

29. The flap of tissue that covers the trachea upon swallowing is called the:

- a. Epidermis
- b. Endocardium
- c. Epiglottis
- d. Epistaxis

30. A physician's order instructs a medical assistant to take a temperature at the axilla. Where would the MA place the thermometer?

- a. In the rectum
- b. In the mouth
- c. On the temples
- d. In the armpit

31. The word part found at the beginning of a medical term, is most likely a:

- a. Prefix
- b. Suffix
- c. Combining Vowel
- d. Combining Consonant

32. The lateral malleolus is comprised of which of the following bones?

- a. Fibula
- b. Tibia
- c. Malleolus
- d. Ilium

33. The most common vowel used to combine word parts in medical terms is an:

- a. A
- b. E
- c. I
- d. O

34. Which of the following medical terms is misspelled?

- a. Polycystic
- b. Diaphragm
- c. Cocycx
- d. Bradycardic

35. Which of the following medical terms means, “surgical fixation of the stomach”?

- a. Abdominorrhaphy
- b. Gastroplasty
- c. Gastropexy
- d. Abdominorrhaxis

36. Which of the following abbreviations means, “before meals”?

- a. Ac
- b. Prn
- c. Qid
- d. Qh

37. A procedure that examines a portion of the large intestine with an endoscope is called:

- a. Colposcopy
- b. Sigmoidoscopy
- c. Upper GI
- d. Cardiac catheterization

38. The mitral valve is synonymous with the term:

- a. Left ventricle
- b. Right atrium
- c. Bicuspid valve
- d. Tricuspid valve

39. In the term, “Hemoglobin,” the suffix, “-globin,” means:

- a. Protein
- b. Iron
- c. Metal
- d. Blood

40. A patient suffering from hyperglycemia would be experiencing:

- a. Low blood sugar
- b. High blood sugar
- c. Normal blood sugar
- d. None of the above.

41. The root word for bone marrow is:

- a. Spin/o
- b. Myel/o
- c. Myc/o
- d. Oste/o

42. The part of the stomach that is connected to the esophagus:

- a. Fundus
- b. Pylorus
- c. Body
- d. Cardia

43. A patient was diagnosed with cardiomyopathy. What does this condition refer to?

- a. Disease of the electricity of the heart
- b. Heart attack
- c. Disease of the heart muscle
- d. Insufficient blood flow to the heart

44. In an ectopic pregnancy, the fertilized egg is most likely developing in what part of the reproductive system of the female?

- a. Fallopian tube
- b. Uterus
- c. Ovary
- d. Cervix

45. The root word lapar/o means:

- a. Chest
- b. Skull
- c. Abdomen
- d. Neck

46. The “transverse” plane of the body is also known as the _____.

- a. frontal plane
- b. cross-sectional plane
- c. coronal plane
- d. sagittal plane

47. Which of the following is the suffix for “to create an opening”?

- a. -ectomy
- b. -tomy
- c. -stomy
- d. -logy

48. An abnormal curvature of the spine is a disease called:

- a. Spina bifida
- b. Scoliosis
- c. Osteomyelitis
- d. Osteomalacia

49. What prefix means “below”?

- a. Infra-
- b. Ante-
- c. Contra-
- d. Retro-

50. The valves on the right side of the heart are:

- a. Tricuspid and Mitral valves
- b. Pulmonic and Aortic valves
- c. Tricuspid and Pulmonic valves
- d. Mitral and Aortic valves

51. The medical term for reduced blood flow is:

- a. Infarction
- b. Embolus
- c. Ischemia
- d. Thrombosis

52. The lifting of the shoulders and turning of the head is controlled by:

- a. Cranial nerve 12
- b. Cranial nerve 11
- c. Cranial nerve 10
- d. Cranial nerve 9

53. What is the term for slow breathing?

- a. Bradycardia
- b. Bradyarrhythmia
- c. Bradypnea
- d. Bradykinesia

54. The following are true statements of the urinary bladder, EXCEPT:

- a. It serves as temporary reservoir of urine.
- b. It is located in the abdominal cavity.
- c. It is muscular so it can expel the urine.
- d. It is hollow so it can expand when it is filling.

55. What is the procedure to detect cancer in the large intestines?

- a. Cholecystectomy
- b. Laparoscopy
- c. Angioplasty
- d. Colonoscopy

56. What type of muscle tissue is cardiac muscle?

- a. Striated and voluntary
- b. Striated and involuntary
- c. Smooth and voluntary
- d. Smooth and involuntary

57. Which of the following correctly spells the suffix for “discharge or flow”?

- a. -rrhea
- b. -ria
- c. -rhia
- d. -rrhia

58. The following are true statements about the heart, EXCEPT:

- a. The heart is located in between the lungs called mediastinum.
- b. It exhibits the property of contractility.
- c. The left side pumps blood to the lungs for oxygenation.
- d. The right side of the heart pumps blood to the pulmonary artery for oxygenation.

59. If the patient complains of missed menstruation, the medical term for that is:

- a. Menorrhagia
- b. Amenorrhhea
- c. Menarche
- d. Menopause

60. Fine motor skills and coordination are controlled by:

- a. Medulla oblongata
- b. Frontal lobe
- c. Cerebellum
- d. Hypothalamus

61. The medical term for fungal infection of the nail is:

- a. Onychomycosis
- b. Oncholysis
- c. Myoses
- d. Trichosis

62. Breathing is controlled by what part of the brain?

- a. Hypothalamus
- b. Cerebellum
- c. Pons
- d. Medulla oblongata

- 63. A physician who specializes in the study of the urinary system:**
- Urinologist
 - Anesthesiologist
 - Urologist
 - Enterologist
- 64. Which of the following cells release histamine?**
- Monocytes
 - Basophils
 - Leukocytes
 - Lymphocytes
- 65. What occurs when an Rh- woman is pregnant with an Rh+ fetus, and the RBCs of the fetus are destroyed by Rh antibodies produced by the mother?**
- Humoral immunity
 - Hemolytic disease of the newborn
 - Cell-mediated immunity
 - Diarthroses
- 66. The middle section of the small intestine is:**
- Duodenum
 - Hemolytic disease of the newborn
 - Ileum
 - Jejunum
- 67. The use of enzymes to carry molecules from a higher concentration to a lower concentration across a cell membrane:**
- External respiration
 - Facilitated diffusion
 - Emulsification
 - Chemoreception
- 68. Anaerobic respiration cause this type of acid to build up in the muscle:**
- Salicylic acid
 - Acetic acid
 - Citric acid
 - Lactic acid

69. What is the term used to describe the action when muscles shorten to create movement?

- a. Opposition
- b. Isometric contraction
- c. Isotonic contraction
- d. Supination

70. The coiled tubule that sits on top of each testis:

- a. Vas deferens
- b. Spermatids
- c. Fimbriae
- d. Epididymis

71. The tube through which semen and urine leave the body in a male:

- a. Prepuce
- b. Urethra
- c. Seminal vesicle
- d. Bulbourethra

72. This fluid contains fetal cells:

- a. Amniotic fluid
- b. Prolactin
- c. Perimetrium
- d. Luteinizing hormone

73. When the uterus contracts and the cervix opens during the birth process:

- a. Expulsion
- b. Dilation
- c. Ovulation
- d. Contraction

74. The middle ear contains:

- a. Oval window
- b. Organ of Corti
- c. Tympanic membrane
- d. Auricle

- 75. A 35 year old female with a history of asthma is complaining of shortness of breath when lying flat. The term for her symptom is:**
- a. Apnea
 - b. Tachypnea
 - c. Orthopnea
 - d. Bradypnea
- 76. A surgeon asked the patient to point where in the abdominal quadrant is her pain. Which of the following is NOT a quadrant of the abdomen?**
- a. RUQ
 - b. LLQ
 - c. LRQ
 - d. LUQ
- 77. A 65 year old male was brought to the emergency room for chest pain. The patient's diagnosis was heart attack. What is the correct term for his symptom?**
- a. Atherosclerosis
 - b. Angina
 - c. Tachycardia
 - d. Arrhythmia
- 78. What is the recommended pulse site that the medical professionals use when doing a routine check of the pulse rate?**
- a. Radial artery
 - b. Carotid artery
 - c. Femoral artery
 - d. Brachial artery
- 79. A 45 year old was brought to the hospital because of vomiting of blood. The term for this is:**
- a. Hemoptysis
 - b. Epistaxis
 - c. Hyperemesis
 - d. Hematemesis

- 80. Which of the following is NOT one of the nine regions of the abdomen?**
- a. Epigastric
 - b. Hypogastric
 - c. Hypochondriac
 - d. Gastric
- 81. The patient underwent a procedure in which the surgeon removed fluid from the patient's right knee. What suffix would apply to this procedure?**
- a. -tomy
 - b. -ostomy
 - c. -centesis
 - d. -ectomy
- 82. A 12 year old boy fractured his calcaneus. Which bone did he actually fracture?**
- a. Heel bone
 - b. Upper arm bone
 - c. Thigh bone
 - d. Wrist
- 83. A physician diagnosed a patient with nephrolithiasis that got lodged in the ureter. The term "ureter" refers to the:**
- a. Tube from the urinary bladder to the outside
 - b. Tube from the kidney to the urinary bladder
 - c. Reproductive organ of the female
 - d. Tube from the liver to the gall bladder
- 84. What muscle of the face is considered the smiling muscle?**
- a. Sartorius
 - b. Zygomaticus
 - c. Orbicularis oculi
 - d. Masseter

- 85. A medical assistant applied a gauze pad on the patient's skin after venipuncture. This is referred in medical terminology as:**
- a. Hemostasis
 - b. Hemorrhage
 - c. Hematochezia
 - d. Hemolysis
- 86. A 67 year old stroke patient was found with slurred speech, personality changes and paralysis of the arms. Which lobe of the brain is most likely affected?**
- a. Parietal lobe
 - b. Frontal lobe
 - c. Occipital lobe
 - d. Temporal lobe
- 87. A 38 year old female with three children does not want to have children anymore. The husband consented that he will be the one to be sterilized. What procedure will he undergo?**
- a. Salpingectomy
 - b. Cystectomy
 - c. Vasectomy
 - d. Penisectomy
- 88. A 5 year old girl was bitten by an insect. After a couple of minutes, she started complaining of severe itchiness. The term for this is:**
- a. Excoriation
 - b. Pruritus
 - c. Eczema
 - d. Edema
- 89. When we swallow, the wavelike motion of the gastrointestinal tract that moves food along the digestive tract is called:**
- a. Deglutition
 - b. Mastication
 - c. Phagocytosis
 - d. Peristalsis

90. What blood vessel carries deoxygenated blood from the lower parts of the body back to the heart?

- a. Superior vena cava
- b. Descending aorta
- c. Inferior vena cava
- d. Ascending aorta

91. A 16 year old male was brought to the endocrinology clinic because of enlargement of his breast. What condition is this?

- a. Mastitis
- b. Galactorrhea
- c. Gynecomastia
- d. Mastalgia

92. The cell organelle that is responsible for protein synthesis:

- a. Mitochondria
- b. Centrioles
- c. Ribosomes
- d. Peroxisomes

93. A diabetic patient complains of excessive thirst, hunger and excessive urination. What term would be applied to his thirst?

- a. Polyuria
- b. Polyphagia
- c. Polydipsia
- d. Polydactyly

94. A previously diagnosed stroke patient was brought to the emergency room because he cannot move the right side of his body. What term should be used to describe the situation?

- a. Hemiparesis
- b. Hemiplegia
- c. Cerebrovascular accident
- d. Transient ischemic attack

Section 2 - Law, Ethics and Professionalism

- 95. The Common Law source of laws is:**
- a. Derived from Customs and Judicial Decisions
 - b. Derived from the US. Constitution
 - c. Derived from State/Federal Legislation
 - d. None of the above
- 96. A woman is being accused of failure to pay her medical bills. Which of the following classifications of law is she violating?**
- a. Criminal Law
 - b. Civil Law
 - c. Felony
 - d. Family Law
- 97. A medical assistant graduate wishes to receive credentials in the State of Ohio. She voluntarily chooses to take an examination from the American Association of Medical Assistants. When she passes the exam, she will receive the CMA (AAMA) credential. Which of the following is true?**
- a. The graduate has elected to become certified.
 - b. The graduate has chosen to become licensed by the State of Ohio.
 - c. The graduate will be registered as a Medical Assistant when she passes the AAMA examination.
 - d. None of the above.
- 98. When practicing reciprocity, which of the following is true of the CMA (AAMA) credentials?**
- a. The CMA (AAMA) credential indicates licensure in all 50 states.
 - b. The CMA (AAMA) credential is interchangeable with other medical assisting credentials in all 50 states.
 - c. The CMA (AAMA) credential is a national credential and may be recognized in all 50 states.
 - d. None of the above.

99. A physician is explaining a procedure to a patient that may cure her recurring Staph infection. The doctor explains how the procedure is done, what to expect, the odds of the procedure curing the infection, and possible side effects and risks. The physician is:

- a. Preparing the patient to give informed consent.
- b. Protecting HIPAA by listing all of the steps of the procedure with the risks involved.
- c. Not required to inform the patient of any alternative therapies.
- d. None of the above.

100. An emancipated minor has come to the office for information on cervical cancer and has also requested testing. The office is not required to inform the patient's parents because:

- a. Cervical cancer is closely related to STDs, so the office is covered by law to not be required to notify the minor's parent.
- b. Emancipated minors have legal independence from parents or legal guardians.
- c. Testing for cervical cancer can be done on minors without legal parental or guardian consent.
- d. None of the above.

101. After a lengthy explanation of a medical procedure, the patient asks many questions. The physician answers all of the questions to the best of her ability. The patient then gives consent for treatment. The costly equipment and supplies are put into place and the patient is prepared. Two minutes before the procedure is to start, the patient begins panicking and changes her mind. Which of the following situations would be the best way to avoid litigation?

- a. Document that the patient originally gave consent and proceed if the benefits of the procedure outweigh the patient's wishes.
- b. Have the patient sign a form that she is refusing consent. If she refuses to sign, proceed with the procedure.
- c. Repeat the explanation of the procedure until the patient understands that having the procedure done is the best form of treatment. Proceed with the procedure.
- d. Do not proceed. Document the patient's refusal, have the patient sign a refusal to consent to treatment. If the patient refuses to sign the form, have a witness available to sign.

102. Advanced directives are:

- a. Required by law.
- b. Chosen by family members.
- c. Used to support a patient's wishes.
- d. Costly and difficult to prove by law.

103. A patient sues a physician for malpractice. The judge awards in favor of the physician. The patient cannot re-sue the physician due to:

- a. Res ipsa loquitur
- b. Res judicata
- c. Respondeat superior
- d. Supoena duces tecum

104. Of the 4 Ds of Negligence, which exists when the physician pays for injuries that the client sustained due to improper care?

- a. Duty
- b. Derelict
- c. Direct Cause
- d. Damages

105. Malpractice that has been ruled because of a physician's failure to act is a form of:

- a. Misfeasance
- b. Malfeasance
- c. Infeasance
- d. Nonfeasance

106. A medical assistant volunteers her time at a local charity run checking blood pressures. She:

- a. is covered under The Good Samaritan Law because she is volunteering her time.
- b. is not covered under The Good Samaritan Law because she is performing the duties of a medical assistant.
- c. is covered under The Good Samaritan Law because she is performing the duties of a medical assistant.
- d. possibly may be covered depending on how many blood pressures she takes.

107. Torts are:

- a. Civil wrongs subject to a lawsuit.
- b. Acts of Criminal Law
- c. Not legally enforceable in free clinic settings.
- d. Punishable by imprisonment in a federal penitentiary.

108. Who of the following wrote a medical code of ethics?

- a. Hammurabi
- b. Tomas Percival
- c. Hippocrates
- d. All of the above.

109. An example of slander is:

- a. A medical assistant falsely criticizing another medical assistant's skills.
- b. A medical assistant restraining a patient against her will.
- c. A medical assistant writing defamatory statements about a doctor on her Facebook wall.
- d. A medical assistant calling a coder's supervisor to report a billing error.

110. A patient pulls up her sleeve in preparation for an injection. This is an example of:

- a. Informed Consent
- b. Implied Consent
- c. Unwritten Contractual Consent
- d. Expressed Consent

111. Which of the following agency sets the standards for employee safety in the medical office?

- a. AAMA
- b. AMA
- c. CDC
- d. OSHA

112. In order to address ethical issues,

- a. Professional organizations establish codes and creeds.
- b. Employers force employees to sign moral standards requirements upon beginning employment.
- c. Employers encourage employees to attend religious service.
- d. Potential candidates for a position in health care will be screened for moral and ethical shortcomings.

113. A medical assistant witnesses a coworker forging a signature on a patient's chart. Which of the following is most true?

- a. The forgery is not a criminal act, but a civil violation.
- b. The medical assistant who witnessed the forgery is completely innocent of any act.
- c. The medical assistant who witnessed the forgery is liable for wrongdoing if she does not report the incident.
- d. The forgery of the document is nonfeasance.

114. A medical assistant who fails to act in a manner that is considered reasonable for someone working in that job capacity is considered to be:

- a. Fraudulent
- b. Abusive
- c. Acting outside of her scope of practice
- d. Negligent

115. The Latin term meaning, "the thing has been decided," is:

- a. meant by the phrase, "Res ipsa liquitur," and says that a claim cannot be retried between two parties.
- b. meant by the phrase, "Res judicata," and says that a claim cannot be retried between two parties.
- c. meant by the phrase, "Subpoena duces tecum."
- d. meant by the phrase, "Respondeat superior."

116. Of the four d's of negligence, which implies that any damages or injuries that resulted from the physician's breach of duty were directly related to that breach and that no intermittent circumstances or intervening acts couldn't have caused the damage?

- a. Duty
- b. Derelict
- c. Damages
- d. Direct Cause

117. Governing the relationship between patients and physicians are:

- a. Rules of conduct called medical ethics.
- b. Legal laws set forth by the federal government.
- c. Rules of etiquette taught in health career education programs.
- d. Codes of conduct set forth by the American Association of Medical Assistants.

118. In which of the following examples would informed consent be required?

- a. A patient is apprehensive about an upcoming surgery and chooses not to learn of the risks involved with the procedure.
- b. A child is rushed to the Emergency Room after falling from a third story window.
- c. An adult in a coma in a mental health institution with no listed next of kin.
- d. None of the above require informed consent.

119. A woman has died as a result of a motor vehicle accident. She is listed as an organ donor and her family wants to comply with her wishes. Which of the following is true?

- a. The woman would have had to list herself as an organ donor and notify her family prior to her death that she has considered donating her organs.
- b. The Uniform Anatomical Gift Act requires the physician caring for the patient to inform the family who receives the donor organs.
- c. Physicians can choose to go against the deceased's wishes if the family decides that organ donation is not an acceptable choice.
- d. Physicians have the legal responsibility to inform patients of the risks involved in donating organs.

120. Which of the following labor situations is unlawful?

- a. An employee is told to retire because she has turned 65 years old.
- b. telling an employee that she must take a lunch period.
- c. not paying an employee who has run out of sick time for hours spent off the clock due to illness.
- d. All of the above are lawful situations.

121. To maintain a professional image, all of the following must be followed, EXCEPT:

- a. Leave personal problems at home
- b. Conduct personal business during office hours
- c. Do not procrastinate
- d. Avoiding gossip

122. Which of the following best describes empathy?

- a. Ability to adapt
- b. Willingness to work independently
- c. Putting oneself into the patient's situation
- d. Ability to communicate

123. Ghost surgery is a term describing which of the following:

- a. The patient was not the one who signed the consent.
- b. A different physician performed the surgery on the patient.
- c. The patient died during surgery.
- d. The surgery did not actually happen.

124. Which characteristic of professional behavior describes the ability to perform one's job to standards?

- a. Professional demeanor
- b. Team work
- c. Confidentiality
- d. Competence

125. All of the following are credentials given to a medical assistant who passes a certification exam, EXCEPT:

- a. CMA
- b. CCMA
- c. AMA
- d. RMA

126. A false or malicious writing against another person:

- a. Fraud
- b. Slander
- c. Libel
- d. Battery

127. Which of the following describes the ability or willingness to work independently?

- a. Flexibility
- b. Dexterity
- c. Competence
- d. Initiative

128. Which of the following is not within the scope of the professional duties of a medical assistant?

- a. Documenting a patient's general information on the patient's chart
- b. Drawing a fasting blood glucose test
- c. Prescription writing to patients
- d. Tracking supplies in the medical office

129. The performance of a lawful action in an illegal or improper manner:

- a. Misfeasance
- b. Malfeasance
- c. Malpractice
- d. Nonfeasance

130. The credential given to a medical assistant who passed the exam by the AAMA:

- a. RMA
- b. CCMA
- c. CMA
- d. AMA

131. Which of following is not a characteristic of professional behavior?

- a. Compassionate
- b. Influential
- c. Competent
- d. Ethical

132. Which of the following is not one of the 4 D's of negligence?

- a. Duty
- b. Derelict
- c. Danger
- d. Direct cause

133. "Res ipsa loquitur" refers to:

- a. The master is responsible.
- b. The thing speaks for itself.
- c. It is what it is.
- d. What comes around, goes around.

134. Criminal offenses that are punishable by up to a year in jail:

- a. Felony
- b. Infraction
- c. Misdemeanor
- d. Summary offense

135. Formerly called JCAHO, Joint Commission on Accreditation of Healthcare Organizations:

- a. CLIA
- b. ADA
- c. CON
- d. TJC

136. What principle of law stands for the proposition that a physician is liable for her employees while working under her supervision?

- a. Res ipsa loquitur
- b. Respondeat superior
- c. Negligence
- d. Malpractice

137. A patient has been established to be “non compos mentis”. What does this mean as far as the condition of the patient?

- a. Not an adult yet
- b. Unable to read and write
- c. Not of sound mind
- d. Under the guidance of her parents

138. What regulatory standard requires clinical laboratories to be certified before they accept human samples for diagnostic testing?

- a. OSHA
- b. CLIA
- c. TJC
- d. HIPAA

139. According to the Labor Standards Act, employee health records are required to be retained for:

- a. 10 years
- b. 3 years
- c. Varies by state, but usually 10 years after last date of employment
- d. Permanently

140. What body regulates the laws concerning workplace discrimination?

- a. JCAHO
- b. United States Employment and Equal Opportunity Commission
- c. United States Equal Employment Opportunity Commission
- d. American Disability Association

141. A specific statement that is written by an agency that depicts the minimum level of care is a(n):

- a. Goal
- b. Objective
- c. Regulation
- d. Standard

142. A formal contract between two or more health care team members to provide services to a patient is a:

- a. Referral
- b. Recommendation for Care
- c. Contract for Care
- d. Physicians Agreement

143. A voluntary credential process usually made by a nongovernment agency is:

- a. Registration
- b. Certification
- c. Licensure
- d. Physicians Agreement

144. To comply with the Health Insurance Portability and Accountability Act (HIPAA), the physician must provide the patient with:

- a. Office policy and procedure manual
- b. Notice of privacy practices
- c. Current fee schedule
- d. Staff member credentials

145. Physicians are required to keep payroll data for how many years?

- a. 3 years
- b. 4 years
- c. 5 years
- d. For all years the physician owns the practice

146. During Carole's yearly review, her supervisor complimented her on being trustworthy and reliable. Choose the term that fits this compliment.

- a. Flexible
- b. Dependable
- c. Respectful
- d. Tactful

147. Carissa Martin has just had a first job interview after graduating from a medical assisting degree program. What would be the appropriate follow-up Carissa should take after the interview?

- a. Carissa should call the person who interviewed her in two days and ask if she got the job.
- b. Carissa should call the person who interviewed her the next week and ask for a second interview.
- c. Carissa should send a handwritten thank-you note to the person who conducted the interview.
- d. Carissa should send copies of her reference letters to Human Resources office the week after the interview.

148. John is the most recent MA to be employed at a pediatric clinic. He felt unappreciated when his suggestion at a staff meeting was considered but not implemented, whereas some suggestions from others were used. What should John's strategy be for further participation in office meetings?

- a. John should ask to have the next meeting extended to discuss his suggestion further.
- b. John should focus on being a team player and to put his personal feelings aside.
- c. John should go ahead with his plan and the supervisor will see his idea works better.
- d. John should advise his supervisor that he would prefer not to be part of office meetings.

149. Mrs. Carter, a patient at a health clinic, is quite ill and makes an appointment to discuss some issues with the physician. Prior to her seeing the doctor, Mrs. Carter asks a medical assistant what the formal name is for the document that helps make clear what she wants in the event that her illness becomes terminal. The medical assistant should tell her this would be called (a):

- a. Living will
- b. Euthanasia
- c. Trust
- d. Durable Power of Attorney

150. Dr. Findlay is retiring and closing his practice. What is the practice required to do?

- a. Inform the patients that he will no longer be able to assist them.
- b. Telephone each patient personally and tell them that they should pick up their records.
- c. Inform the patients in writing that the practice is closing and provide instructions for retrieving their medical records.
- d. There is no obligation for a practice to take any actions.

151. Dr. Dastvan receives a legal document requiring him to appear in court and to provide a patient's original medical record. What Latin phrase describes this situation?

- a. Res ipsa loquitur
- b. Respondeat superior
- c. Subpoena duces tecum
- d. Stare decisis

152. Dr. Jones closed his medical practice and moved to another state while he had patients under his care. He failed to inform his patients that that he was terminating their treatment. What cause of action may be brought against Dr. Jones by his patients?

- a. Breach of Contract
- b. Noncompliance
- c. Defamation
- d. Abandonment

153. Registered Medical Assistant (RMA) credential is awarded by which certification agency?

- a. AMT
- b. AAMA
- c. AMA
- d. NHA

154. The acronym AAMA refers to:

- a. Association of American Medical Assistants
- b. American Association of Medical Assistants
- c. American Alliance for Medical Assistants
- d. American Administration for Medical Assistants

155. If a medical assistant defies the doctor and refuses to obey his orders, it is an act of:

- a. Prejudice
- b. Sarcasm
- c. Insubordination
- d. Tenacity

156. Putting off pending tasks to a later time, sometimes completing the task right before the deadline is:

- a. Proactive
- b. Indolent
- c. Procrastinate
- d. Negligent

157. Which of the following is an example of professional conduct?

- a. Coming in a little late, but going home at a later time.
- b. Assisting fellow workers and expecting praise.
- c. Saying “no” to office politics and gossiping.
- d. Getting information about fellow employees and telling the supervisor about the information.

158. Two patients arrive at the office simultaneously, one with severe high blood pressure and the other one with severe head ache. Deciding which patient is to be seen by the doctor first is referred to as:

- a. Screening
- b. Deprioritize
- c. Triage
- d. Selecting

159. Which of the following locations offers the most protection to confidential communications?

- a. Waiting room
- b. Reception area
- c. Examination room
- d. Cafeteria

160. Which attribute should the physician consider in hiring a medical assistant?

- a. Dependent
- b. Initiative
- c. Incompetent
- d. Indolent

161. If a medical assistant stops a patient from leaving the clinic against her will, and without medical or legal justification, the patient can accuse the medical assistant of:

- a. Harassment
- b. Invasion of privacy
- c. Fraud
- d. False imprisonment

162. Charging patients for medical procedures and treatments that were actually not performed is:

- a. Negligence
- b. Embezzlement
- c. Felony
- d. Fraud

163. An area of study that deals with ideas about what is good and bad behavior:

- a. Law
- b. Ethics
- c. Tort
- d. Malfeasance

164. The Latin phrase “Quid pro quo” refers to:

- a. Something for something
- b. Captain of the ship
- c. The evidence speaks for itself
- d. Malpractice

165. Laws that are intended to reduce bystanders' hesitation to assist, for fear of being sued or prosecuted for unintentional injury or wrongful death:

- a. Estate law
- b. Uniform Commercial Code (UCC)
- c. Good Samaritan Law
- d. Constitutional Law

166. The highest law of the United States:

- a. International Law
- b. Public Law
- c. Supreme Court Law
- d. U. S. Constitution

167. Not stopping for a stop-sign is a:

- a. Misdemeanor
- b. Felony
- c. Summary offense or infraction
- d. Penalty

168. Serious crimes such as homicide, rape and arson fall into what classification?

- a. Misdemeanor
- b. Infraction
- c. Felony
- d. Heinous

169. A corporate manager decided to divert corporate money to some of his family members who are not employed with the company by adding them to the payroll. This is an example of:

- a. Negligence
- b. Breach of confidentiality
- c. Splitting
- d. Embezzlement

170. The intentional touching of, or application of force to the body of another person in a harmful manner:

- a. Assault
- b. Battery
- c. Fraud
- d. Larceny

Medical Assistant Practice Exam – Content Area I: General Knowledge

Section 3 - Psychology and Communication

171. Elizabeth Kubler Ross is known for developing the Stages of Grief. Which of the following is true of these stages?

- a. All patients will go through all five stages of grief.
- b. Each patient will go through the stages of grief in the same order, but not necessarily in the same amount of time.
- c. Each patient who goes through the grieving process will experience some or all of the Stages of Grief in varying amounts of time.
- d. The Stages of Grief are an antiquated method of psychology and are not recognized in current practice.

172. The Hierarchy of Needs was proposed by which of the following Psychology researchers?

- a. Maslow
- b. Freud
- c. Erikson
- d. Skinner

173. Which of the following scenarios accurately describes, "Self-Actualization?"

- a. Finding belongingness to a group
- b. Recognizing one's worth to society
- c. Feeling safe in one's environment
- d. Reaching one's full potential

174. According to Life's Eight Development Stages, Trust and Mistrust are most likely experienced:

- a. Shortly after birth
- b. The pre-teen years
- c. Middle age
- d. Old age

175. Classical conditioning is demonstrated in which of the following examples?

- a. A child starts crying upon mention of going to the doctor.
- b. A dog barks when seeing a stranger.
- c. A patient is startled when a medical assistant quickly opens a door without announcing his presence.
- d. A baby boy urinates every time his diaper is removed to be changed.

176. B.F. Skinner is regarded as being the primary researcher for which learning method?

- a. Classical Conditioning
- b. Operant Conditioning
- c. Trial and Error
- d. Kinesthetic Learning Principle

177. Non-Verbal Communication is:

- a. Not the most utilized form of communication
- b. Uses facial expression and body language to send messages
- c. Most often used when sending messages over email or telephone
- d. An ineffective manner of communication

178. Which of the following scenarios provides an example of a medical assistant overcoming a barrier to communication?

- a. A medical assistant uses lecture as a means of explaining how to run a finger stick glucose test to an elderly patient.
- b. A medical assistant writes her directions to a patient that is hearing impaired.
- c. A medical assistant speaks loudly to a patient who speaks a non-English language.
- d. A medical assistant uses the terms, "micturate," and, "defecation," while talking with a minor.

179. A patient who is displaying the defense mechanism of Compensation would:

- a. Refuse to hear unwanted information.
- b. Transfer feelings of negativity to someone else.
- c. Overemphasize behaviors which accommodate for perceived weaknesses.
- d. Place blame on others for personal actions or mistakes.

180. Assuming that an elderly patient will have a difficult time understanding the directions for how to take medication is an example of:

- a. Prejudice
- b. Stereotyping
- c. Encoding
- d. Rationalization

181. Which of the following questions is considered, "Open Ended,"?

- a. What time did you last take your medications?
- b. Are you feeling ok right now?
- c. Please describe your symptoms?
- d. What day are you available for a follow-up appointment?

182. What are the three necessary components of communication?

- a. Sender, Receiver, Feedback
- b. Sender, Message, Receiver
- c. Message, Feedback, Clarification
- d. Sender, Interpretation, Receiver

183. Which of the following would be an inappropriate and potentially unlawful interview question?

- a. Where do you see yourself in 5 years?
- b. Do you have any commitments outside of work that would hinder your ability to be a high-performer?
- c. How do your children feel about your decision to work here?
- d. If you could pick any color, which would it be?

184. A patient that is using a psychological behavior to deal with negative emotions is said to be employing a:

- a. Defense mechanism
- b. Therapeutic use of self
- c. Behavioral modification
- d. Essential use of rationalization

185. A patient displays the following body language: Slumped shoulders, grimace, and stiff joints. What message is this patient sending?

- a. Anger
- b. Aloofness
- c. Empathy
- d. Depression

186. To assure that a medical assistant has understood what a patient has stated, which of the following scenarios would BEST verify understanding?

- a. Repeat what the patient said word for word.
- b. Repeat parts of what the patient has stated.
- c. Summarize what the patient stated asking questions where you are unclear.
- d. Ask the patient to repeat what he said.

187. A patient has been coming to your office for many years. You know the patient and her family very well as they are all cared for by your office. The patient has invited you to her son's wedding. Which of the following would be the BEST response to this invitation?

- a. Decline the invitation but convey your best wishes.
- b. Decline the invitation stating that it is against office policy to socialize with patients.
- c. Accept the invitation but do not let anyone else in the office know that you are attending.
- d. Accept the invitation if others in your office were also invited.

188. A patient who refuses to believe a terminal diagnosis is exhibiting:

- a. Regression
- b. Mourning
- c. Denial
- d. Rationalization

189. Which Stage of Grief is exhibited in the following scenario: A patient has reported that after the loss of his spouse, he has been having difficulty sleeping and has been agitated. He doesn't have the motivation to complete day to day tasks.

- a. Denial
- b. Anger
- c. Depression
- d. Acceptance

190. A patient is becoming belligerent at the front desk due to a long wait. Which of the following would BEST handle the situation?

- a. Offer to reschedule the patient.
- b. Allow the patient to blow off steam by giving her time to vent her frustrations.
- c. Tell the patient that the doctor will be with her in 5 minutes.
- d. Tell the patient politely that you are not to be spoken to so rudely and she should return to her seat until the doctor is ready to see her.

191. Two medical assistants work very closely in their office. Over the past few weeks the atmosphere has become tense between the two of them. Arguments are becoming a daily occurrence and both MAs are starting to consider not going work just to avoid an altercation. Which of the following is true regarding this situation?

- a. Productivity in the office will suffer due to poor employee morale.
- b. The best way to solve this situation is to identify the problem and come up with a mutually acceptable solution.
- c. Stress or stress related medical conditions are some of the most common reasons why employees choose to call off.
- d. All of the above are correct.

192. When interviewing a potential employee, which of the following questions is legal and would give the interviewer the MOST USEFUL information?

- a. Tell me about a time when you had to use critical thinking skills to solve an issue that you were having on the job.
- b. Have you been in the medical field for a long time?
- c. Will your family obligations keep you from performing at your best?
- d. Do you feel that your morals will affect the way that you perform your assigned tasks?

193. You have been assigned the task of writing a patient education pamphlet to instruct patients on how to correctly collect a 24-hour urine sample. Which of the following would be the BEST way to accomplish this task?

- a. Choose professional terminology (such as using “micturate” for urinate) so as to not offend patients.
- b. Choose terminology that patients would use in every day conversation.
- c. Suggest that someone more experienced should handle this task to avoid making a mistake which could harm patients.
- d. Suggest that the physician instruct patients on proper specimen techniques since she will be the one who orders the test.

194. When considering growth and psychological development, which of the following is TRUE?

- a. Growth and Development are considered to be evolving until the subject is around 20 yrs. old.
- b. Growth is considered to be evolving until the subject is around 20 yrs. old. Psychological development is ongoing throughout life.
- c. Psychological development often matures along the same timeframe as growth spurts.
- d. Growth and psychological development are independent of each other and have no influence on one another.

195. When considering Sigmund Freud’s Psychosexual Development theory, morals and values are found:

- a. with the Id
- b. with the Ego
- c. with the Superego
- d. None of the above.

196. Which of the following is the highest in Maslow's hierarchy of needs?

- a. Self-esteem
- b. Safety
- c. Social
- d. Self-actualization

197. Which of the following is not considered nonverbal communication?

- a. Facial expressions
- b. Interjection
- c. Hand gestures
- d. Posture

198. The 5 stages of grief, according to Elizabeth Kubler Ross, come in the following order:

- a. Denial, Anger, Bargaining, Depression, Acceptance
- b. Anger, Bargaining, Denial, Acceptance, Depression
- c. Bargaining, Denial, Acceptance, Depression, Anger
- d. Acceptance, Denial, Anger, Bargaining, Depression

199. In the U.S., the personal space used in public is:

- a. 1 to 4 feet
- b. 4 to 12 feet
- c. 12 to 15 feet
- d. Up to 2 feet

200. What is a phobia?

- a. Irrational fear of objects or situations
- b. Reaction to actual danger
- c. Obsessions
- d. Compulsion to do something

201. Which of the following is not a barrier to communication?

- a. Embarrassment
- b. Stereotyping
- c. Withdrawal
- d. Acknowledgment

202. An employee hates her superior but instead of acting in accordance with her feelings, she overly cares for him and expresses a desire to retire with the company someday. What defense mechanism is the employee exhibiting?

- a. Denial
- b. Projection
- c. Sublimation
- d. Reaction Formation

203. A belief that all members of a culture, subculture or group are the same:

- a. Prejudice
- b. Projection
- c. Stereotyping
- d. Maligning

204. An employee becomes angry with his boss. Instead of expressing his anger to the boss for fear of losing his job, the employee punches a wall. What defense mechanism is the employee exhibiting?

- a. Repression
- b. Displacement
- c. Intellectualization
- d. Rationalization

205. When interviewing a patient, an effective technique that the medical assistant can use is:

- a. Rationalizing
- b. Stereotyping
- c. Clarifying
- d. Probing

206. Which of the following is an anxiety about being in situations in which escape might be difficult?

- a. Agoraphobia
- b. Phobia
- c. Panic disorder
- d. Obsessive-Compulsive disorder

207. When we justify our thoughts or actions whether it is right or wrong:

- a. Rationalization
- b. Sublimation
- c. Feedback
- d. Displacement

208. According to Sigmund Freud, a child can be fixated at this psychosexual stage if he or she becomes obsessed with control, perfection and cleanliness?

- a. Oral
- b. Anal
- c. Phallic
- d. Latency

209. Which of the following is not an effective communication strategy for the visually-impaired?

- a. Alerting the patient before touching him.
- b. Increase your tone so he can understand you better.
- c. Describe surroundings and locations of structures.
- d. Allowing the patient to touch instruments and things when appropriate.

210. According to Jean Piaget, once children acquire language, they are able to use symbols such as words or pictures to represent objects. Which stage of cognitive development is this?

- a. Sensorimotor
- b. Preoperational
- c. Concrete operational
- d. Formal operational

211. A nurse says to a patient "Just so I understand, you said that . . . ". This type of communication is:

- a. Restating
- b. Reflecting
- c. Focusing
- d. Probing

212. Which of the following best describes Kubler-Ross's Stages of Grief?

- a. Denial is the first stage of grief that patients experience.
- b. All patients go through the same stages of grief.
- c. Depression is the last stage of grief that patients experience.
- d. Each dying patient and their family members have individual experiences.

213. A husband gets really angry at his wife but accuses her of being made at him. This defense mechanism is:

- a. Denial
- b. Splitting
- c. Projection
- d. Reaction formation

214. When dealing with a hearing- impaired patient, which of the following is NOT a recommended strategy?

- a. Eliminate as much background noise as possible.
- b. Touch the patient's arm or shoulder gently to get the patient's attention.
- c. Speak in a normal tone.
- d. Use visual aids as appropriate.

215. Holding a negative opinion or bias regarding a person because of the person's affiliation with a specific group:

- a. Projection
- b. Prejudice
- c. Persecute
- d. Prosecute

216. The body's reaction to stress is:

- a. Fight or flight
- b. Denial
- c. Anger
- d. Acceptance

217. A baby rolls over and sits up. What is the stage of growth and development of this baby?

- a. 0-3 months
- b. 4-7 months
- c. 8-12 months
- d. 13-18 months

218. An example of a close-ended question is:

- a. "Tell me about yourself."
- b. "Do you have asthma in your family?"
- c. "What are you thinking about?"
- d. "What brings you to the clinic today?"

219. A student plays video games instead of studying, justifying that further study would not do any good anyway. This defense mechanism is:

- a. Rationalization
- b. Sublimation
- c. Denial
- d. Displacement

220. Which of the following is not considered verbal communication?

- a. Telephone call
- b. Radio advertisement
- c. Email correspondence
- d. Talking face-to-face

221. A hungry baby cried her eyes out until she was fed. According to Freud, which part of the psyche is responsible for this?

- a. Superego
- b. Id
- c. Ego
- d. All of the above

222. The patient says “I have many responsibilities in my life: my parents, my children, and my job.” The medical assistant responds by saying “Of all the responsibilities you have pointed out, which is causing you the most stress?” What communication technique is the medical assistant using?

- a. Clarifying
- b. Focusing
- c. Reflecting
- d. Summarizing

223. At what age group do bone and muscle mass start to decrease and wrinkles appear?

- a. 20-30
- b. 30-40
- c. 40-50
- d. 60-70

224. Which of the following is not a barrier to communication?

- a. Using medical terminology
- b. Giving advice
- c. Restating statements of the patient
- d. Leading questions

225. According to Freud, which component of personality is in contact with reality?

- a. Id
- b. Ego
- c. Superego
- d. Alter ego

226. At what stage of Erik Erickson’s psychosocial development is achieving one’s life goals while considering the welfare of future generations?

- a. Identity vs. Role Confusion
- b. Initiative vs. Guilt
- c. Ego integrity vs. Despair
- d. Generativity vs. Stagnation

227. The shared patterns of behaviors and interactions learned through the process of socialization:

- a. Cult
- b. Culture
- c. Class
- d. Coalition

228. A patient who was diagnosed with lung cancer starts sucking his thumb and assumes a fetal position. What defense mechanism is he manifesting?

- a. Sublimation
- b. Regression
- c. Repression
- d. Denial

229. A teenager is mad because he doesn't want to eat vegetables. Because of this, she develops abdominal pain. This is an example of:

- a. Reaction formation
- b. Somatization
- c. Intellectualization
- d. Repression

Medical Assistant Practice Exam – Content Area II: Admin Knowledge

Section 4 - Bookkeeping, Credits and Collections

230. Which of the following pieces of information would be considered patient demographics?

- a. Patient's Age
- b. Patient's date of last X-ray
- c. Patient's current blood pressure
- d. Patient's last date of Rx refill

231. The "Write it Once" system is used in some offices as an alternative to:

- a. Computerized scheduling systems
- b. Hospital referral services
- c. Computerized bookkeeping
- d. Medical resource allocation

232. Restrictive endorsements on checks:

- a. Limit how a check can be cashed
- b. Restrict the amount of money that can be received from a check
- c. Prevents inaccurate records of deposit
- d. None of the above

233. When depositing checks in the bank:

- a. A deposit ticket must be filled out.
- b. Bills and checks must be listed individually
- c. A signature is needed to withdraw cash.
- d. All of the above.

234. A check stub:

- a. is a smaller form to the left of each check that is used to manually record information placed on the check that is distributed.
- b. is a booklet containing the banking information for the office.
- c. is information that is used to deposit funds into the holder's account when signed by the payee.
- d. None of the above.

235. In order to ensure that a check can only be cashed once,

- a. the office manager should keep a running list of all of the checks used by that office.
- b. the bank will destroy all checks and any records of the check.
- c. checks that have been cashed should be locked in a designated area.
- d. checks are stamped by the bank when cashed.

236. Deductions are:

- a. money owed to the practice.
- b. also known as debits.
- c. amounts that are to be added to the check register.
- d. None of the above.

237. Bank statements:

- a. show the current balance for that particular statement period.
- b. typically sent to the practice on a monthly basis.
- c. must be reconciled when received by the office.
- d. All of the above.

238. A patient sends a check to pay for her last office visit. That check bounces at the bank. Which of the following is the most likely scenario when dealing with this situation?

- a. The patient will be charged an NSF fee by the office.
- b. The patient will receive a letter from the bank stating that the account with the doctor's office is closed.
- c. The bank will honor the check and transfer funds to the office account.
- d. The patient will receive a notice from the bank stating that cash will be required for all future transactions with the office.

239. When writing a check, the amount of the check:

- a. is written in both numeric and word form.
- b. in most cases should exactly match the amount needed for the services rendered.
- c. should have the cents written as #/100 where # is the total cents needed.
- d. All of the above.

240. Assets are:

- a. Securities
- b. Machinery
- c. Merchandise
- d. All of the above.

241. Which of the following will increase the owner's equity?

- a. Drawing
- b. Revenue
- c. Expenses
- d. None of the above.

242. The best way to handle petty cash:

- a. is to assign one person to handle it.
- b. is to keep it locked in the back office until needed.
- c. is to replenish the supply only when it is completely depleted.
- d. None of the above.

243. A delivery has just been received in your office. Which of the following scenarios is best when dealing with orders?

- a. Designate one person to handle all deliveries to avoid confusion.
- b. Allow anyone in the office to handle deliveries as long as the packing slips and invoices are handled appropriately and at the time the supplies are put away.
- c. Immediately put all stock away allowing the person who ordered the materials to handle the packing slips.
- d. None of the above.

244. Geographical area is important when:

- a. establishing fee schedules.
- b. handling equipment orders.
- c. following office policy on bookkeeping.
- d. None of the above.

245. Aging accounts are addressed:

- a. typically every thirty days until payment is received.
- b. only by the office manager.
- c. mainly when patients visit the office.
- d. None of the above.

246. Collection mailings:

- a. are more economically feasible when handled using post cards rather than sealed envelopes and, therefore, the most used method of notifying patients by mail.
- b. are an attempt to notify a patient of a credit owed the patient.
- c. are considered, "Dun Messages."
- d. All of the above.

247. A patient has been receiving care from your office while fighting cancer. The patient dies before payment is received in the office. The best way to ensure that the office receives payment for services rendered is:

- a. contact the next of kin listed in the patient chart.
- b. file a claim against the patient's estate.
- c. Initiate a claim with a collections agency.
- d. There is no way to receive payment once a patient has expired.

248. FICA is:

- a. collected by the state to pay for insurance.
- b. used to pay for Social Security and Medicare.
- c. is voluntary.
- d. All of the above.

249. I-9 forms are:

- a. required by the federal government.
- b. require the employer to verify forms of identification.
- c. filed within three business days of hire.
- d. All of the above.

250. Liabilities are debt obligations. Which of the following formulas is accurate when calculating liabilities?

- a. $\text{Liabilities} = \text{Assets} + \text{Owner Equity}$
- b. $\text{Liabilities} = \text{Owner Equity} - \text{Assets}$
- c. $\text{Liabilities} = \text{Assets} - \text{Purchaser's Equity}$
- d. $\text{Liabilities} = \text{Assets} - \text{Owner's Equity}$

251. Which of the following collections scenarios is allowed by law?

- a. To ensure that someone will be available to take the call, collectors should call debtors after 10pm.
- b. To make the point clear to debtors, collectors should call the debtors daily until all debts are paid in full.
- c. Collections mailings should be sent daily on postcards to save money on postal notifications.
- d. All of the above are illegal collections practices.

252. When referring to collections, what is a “skip”?

- a. A patient who omits or skips a payment.
- b. A patient who has moved purposely to avoid paying a bill.
- c. A gesture of goodwill by the collections agent where a collections call is skipped for one month.
- d. None of the above.

253. To obtain collections through small claims court,

- a. Judgment must be made on behalf of the plaintiff.
- b. an attorney is not necessary.
- c. a judge will pass judgment but will not collect funds owed the practice.
- d. All of the above.

254. Which of the following is not considered an asset?

- a. Money
- b. Bank debts
- c. Medical and office equipment
- d. Land, buildings, furniture

255. A physician asks a medical assistant to run to the store to get stickers to give to children who come into the office for medical care. How should the medical assistant pay for the stickers?

- a. Accounts receivable
- b. Petty cash
- c. Accounts payable
- d. Personal check

256. A doctor’s office recently bought new waiting room furniture and financed the purchase. From the perspective of the doctor’s office, what is the nature of the debt owed to the vendor?

- a. Asset
- b. Account receivable
- c. Account payable
- d. Owner’s equity

257. IRS Form W-2 refers to:

- a. Request for Federal Tax Identification Number
- b. Social Security number application form
- c. Wages and Tax statement
- d. Federal unemployment tax return

258. The government agency that regulates Medicaid and Medicare:

- a. HCFA
- b. CPT
- c. ICD
- d. OSHA

259. What coding system is used to code for procedures and medical services provided by the practitioner?

- a. ICD-10
- b. HCPCS
- c. CPT
- d. FDA

260. All of the following are types of insurance plans, EXCEPT:

- a. EPO
- b. HMO
- c. PPO
- d. WHO

261. Which of the following is an insurance plan for military personnel and veterans?

- a. TRICARE
- b. HMO
- c. PPO
- d. EPO

262. What is the annual amount an insured must pay toward the cost of medical services before insurance policy benefits will begin covering medical costs?

- a. Copayment
- b. Deductible
- c. Fee for service
- d. Coinsurance

263. Which of the following are documents prepared by the insurance carrier that identifies the services covered by the policy, the amount billed by the provider, the amount paid by the insurance carrier and the amount for which the insured is responsible?

- a. Certificate of coverage
- b. Contingent beneficiary
- c. Explanation of benefits
- d. Coordination of benefits

264. Cash amounts that are paid out are called:

- a. Payables
- b. Disbursements
- c. Invoices
- d. Packing slips

265. Amounts that are owed to a business for services rendered or goods supplied are called:

- a. Liabilities
- b. Accounts receivable
- c. Vendor requisitions
- d. Disbursements

266. $\text{Assets} = \text{Liabilities} + \text{Owner Equity}$. Which accounting system uses this equation?

- a. Accounts receivable
- b. Single-entry
- c. Daily log
- d. Double-entry

267. The debt obligation of a business:

- a. Accounts receivable
- b. Equity
- c. Liability
- d. Asset

268. It is a one-write system in which all transactions for the day are recorded:

- a. Pegboard
- b. Single-entry
- c. Double entry
- d. Total practice

269. Which of the following is a form used in a medical office to reflect the professional services rendered during a patient visit?

- a. Ledger
- b. Superbill
- c. Point of service
- d. Claim

270. Which type of check is guaranteed that funds will be available upon redemption of the check?

- a. Cashier's check
- b. Money order
- c. Certified check
- d. All of the above

271. A physician submitted a bill for surgery when he actually just treated an abrasion. This practice is referred to as:

- a. Phantom billing
- b. Upcoding
- c. Unbundling
- d. Split billing

272. A physician visited a nursing home and billed ten patients; however, he only provided services to eight of them. This is referred to as:

- a. Ping-ponging
- b. Unbundling
- c. Gang visit
- d. Split visit

Section 5 - Billing, Coding and Insurance

273. Coding systems are:

- a. used to place verbal descriptions of medical conditions or procedures into alpha-numeric codes.
- b. a method of monitoring disease processes.
- c. used to allow for easier statistical tracking of medical conditions or procedural uses.
- d. All of the above.

274. ICD-10 coding books:

- a. are organized into three volumes.
- b. used to code diagnostic procedures.
- c. are revised bi-annually.
- d. None of the above.

275. Volume II of the ICD-10 coding book:

- a. is the three part alphabetical index.
- b. Contains procedural codes for specific diagnostic tests.
- c. contains three sections with Section 3 being the Index to Diseases.
- d. None of the above.

276. The CPT Coding Book:

- a. provides a 5 digit code for all procedures or services that may be performed on a patient.
- b. provides numeric codes that allows for easier communication with insurance providers.
- c. is divided into six sections.
- d. All of the above.

277. The following symbol (*):

- a. is used in the ICD-10 book to designate additional diagnoses.
- b. is found in the CPT book to designate revised guidelines for code use.
- c. designates variable pre and postoperative services.
- d. None of the above.

278. The modifier that notes, "Bilateral Procedure," is:

- a. -26
- b. -50
- c. -53
- d. -24

279. In the CPT manual, codes in the range of 99201-99600 are:

- a. Surgical Codes
- b. Evaluation and Management Codes
- c. Radiology Codes
- d. All of the above.

280. When coding using HCPCS, a code that is accompanied by a diamond symbol would indicate:

- a. Special instructions are provided that describe how this code should be used to be included for reimbursement.
- b. This code is not covered or valid with Medicare.
- c. There is the potential for this code not to be covered by the insurance carrier.
- d. The code is new.

281. E&M codes:

- a. define a new patient as being one that is new to the practice or who hasn't been seen by that practice in at least three years.
- b. are defined as Evaluation and Medication codes.
- c. are selected based on criteria set forth by the American Medical Association.
- d. None of the above.

282. The first place to look for an ICD-10 code should be:

- a. in Volume III
- b. in Volume II and then confirmed in Volume I.
- c. in Volume IV with confirmation made in Volume III.
- d. None of the above.

283. There are two coding tables in Volume II of the ICD-10 book. What are they?

- a. Hypertension and Neoplasm
- b. Radiology and Laboratory Codes
- c. Cancer and Accidents
- d. None of the above.

284. A clause in an insurance policy that restricts overpayment of benefits due to more than one medical insurance policy is:

- a. not legal.
- b. known as coordination of benefits.
- c. used frequently by patients with only one policy.
- d. None of the above.

285. An HMO is:

- a. a group model of managed care.
- b. a health model that emphasized preventative care.
- c. can be part of a group or a single organization.
- d. All of the above.

286. To qualify for Medicare, a person must meet which of the following criteria?

- a. must be 65 or older unless disabled.
- b. must have contributed to FICA in the past.
- c. must have received Social Security Disability for more than 1 year.
- d. All of the above.

287. A patient receives Medicaid, but is also covered under Tricare. Which plan would serve as primary payer?

- a. Medicaid
- b. Tricare
- c. CHAMPVA
- d. None of the above.

288. Workman's Compensation claims:

- a. are federally managed.
- b. are kept separate from other insurance claims which are not Workman's Comp in nature.
- c. are to be shared with the patient's employer with full medical record review.
- d. None of the above.

289. Medicare Part A:

- a. covers inpatient care.
- b. covers outpatient care.
- c. is voluntary and pays 80% by Medicare and 20% by the patient.
- d. Allows participants to choose managed care plans.

290. When reading the CPT manual, a triangle next to a code notes:

- a. a new procedure
- b. revised code description
- c. add-on codes
- d. codes that are not to be used with modifier -51.

291. When considering coding for hospital stays, a _____ is used to provide physicians with guidelines for admission and length of hospital stays.

- a. Diagnosis Related Group (DRG)
- b. Health Care Financing Administration Common Procedural Coding System (HCPCS)
- c. Relative Value Study (RVS)
- d. E and V Codes

292. Where would your office obtain additional legal copies of Medicare forms?

- a. From an agency listed in the Medicare fiscal agencies directory.
- b. Internal Revenue Service
- c. Centers for Disease Control
- d. A local CHAMPUS office

293. A deductible:

- a. is paid by the insurance company in full.
- b. is deducted from the payment owed the physician.
- c. is paid by the patient before insurance coverage pays for medical costs.
- d. is money owed the insurance company.

294. A document from an insurance carrier that tells the patient and the provider how the amount of the benefit was determined is the _____.

- a. Utilization Review
- b. Basic medical
- c. Explanation of Benefits (EOB)
- d. Peer Review

295. Your patient has Medicare and a type of Medigap insurance. Where should you send the insurance claim when you file her insurance claim?

- a. The claim must be filed with Medicare first.
- b. The claim must be filed with the Medigap insurance carrier first.
- c. The claim must be filed with both insurance carriers at the same time.
- d. A claim does not have to be filed. Payments from each policy will be automatic.

296. What term is used when an insurance company makes a payment directly to a physician?

- a. Direct deposit
- b. Fee compliance
- c. Assignment of benefits
- d. Actual charges

297. The CPT code for a flu shot is:

- a. 90658
- b. 993.97
- c. 1200
- d. 542

298. The CPT code for an office visit is:

- a. 88467
- b. 44391
- c. 12001
- d. 99214

299. In ICD-10, V codes are used to:

- a. Refer to specific conditions
- b. Refer to injury
- c. Refer to factors that influence health status
- d. Refer to external causes of injury

300. Morphology of neoplasm is coded as:

- a. M-code
- b. E code
- c. Codes 110-799
- d. Codes 960-989

Medical Assistant Practice Exam – Content Area II: Admin Knowledge

Section 6 - Medical Records and Office Supplies

301. Which of the following choices would best answer the question, “Who owns a patient’s medical record?”

- a. The patient
- b. The physician
- c. The Legal Counsel of the Office
- d. No one owns a medical record.

302. Which of the following choices would best answer the question, “Who owns a patient’s x-rays?”?

- a. The patient
- b. The doctor
- c. The facility that performed the procedure.
- d. None of the above.

303. Which of the following reasons would be legal when considering a patient’s medical record?

- a. Allowing a patient’s brother to view her chart to find out her birthdate and address so that he can mail her a card
- b. Not allowing a patient to view her own chart because the physician feels this information would be detrimental to her wellbeing.
- c. Not allowing a patient to view her chart because she is behind on her payments.
- d. All of the above are legal.

304. Choose the BEST answer. To ensure adequate protection for legal issues, offices should maintain patients' charts for:

- a. 10 years
- b. Forever
- c. until the age of majority
- d. 2 years after the patient was last seen in the office

305. Which of the following is NOT a section of the POMR?

- a. Database
- b. Problem List
- c. Treatment Plan
- d. Patient appointment schedule and payment plan

306. A medical assistant realizes after a patient has left the office that she forgot to put the patient's complaint of a sore throat. Which of the following choices would BEST correct her error?

- a. Pull out that page of the chart and rewrite it with the correct information.
- b. Put one line through the original Chief Complaint, write, "ERROR", your initials and today's date. Make the correction by rewriting the CC with the correct information.
- c. Go to the next available line of the SOAP notes. Write the current date, then, "Late Entry." Place the date and time when the patient stated she had a sore throat. Sign and date the entry.
- d. All of the above are incorrect.

307. When filing using the terminal digits method, which would be true?

- a. The filing is done using the last one or two digits of the patient's medical record number.
- b. It is the simplest way to file.
- c. The patient will acquire multiple charts.
- d. All of the above are false.

308. Outguides are used when:

- a. Charts need to be labeled appropriately for ease of retrieval.
- b. Charts have been removed from their filing location.
- c. Two patients have the same name and their charts must have distinguishing marks.
- d. None of the above.

309. The memory of a computer is located:

- a. In the CPU
- b. In RAM
- c. In ROM
- d. All of the above

310. One megahertz equals:

- a. One million cycles per second
- b. One million cycles per minute
- c. One thousand cycles per second
- d. One hundred thousand cycles per minute

311. Which of the following programs would be best suited for making a patient data base?

- a. Microsoft Word
- b. Microsoft Excel
- c. Microsoft Access
- d. Microsoft PowerPoint

312. Portable Universal Serial Bus Drives are also known as:

- a. Floppy drives
- b. CD drives
- c. Flash drives
- d. None of the above

313. Which of the following methods would BEST prove that a FAX was properly sent to its intended destination?

- a. The MA should attach a FAX confirmation sheet to the original document.
- b. The MA should call the intended destination to alert them that a FAX is on its way.
- c. The MA should FAX the information twice.
- d. The MA should EMAIL the information and FAX it.

314. Which of the following examples would be classified as Hardware?

- a. DOS
- b. Microsoft Office
- c. EMR
- d. Modem

315. The acronym HIPAA is:

- a. Health Insurance Portability Accrediting Association
- b. Health Insurance Portability Accrediting Agency
- c. Health Insurance Plan and Accountability Alliance
- d. Health Insurance Portability and Accountability Act

316. The following are used as filing methods, EXCEPT:

- a. Alphabetical
- b. Disease
- c. Numerical
- d. Subject

317. A filing system that consists of a series of 43 file folders including 12 monthly and 31 daily folders:

- a. Tickler file
- b. Color coding file
- c. Subject file
- d. Alpha-numerical file

318. All of the following are rules to be followed when charting, EXCEPT:

- a. Chart in black ink
- b. Use of correction fluid
- c. Write in legible handwriting
- d. If it was not charted, it was not done

319. Which of the following is NOT one of the C's of charting?

- a. Check
- b. Current
- c. Complete
- d. Concise

320. All of the following should be followed when purging medical records, EXCEPT:

- a. Medical records can be destroyed by shredding or burning.
- b. Facility should maintain a master list of all records.
- c. Medicare records should be maintained for 10 years.
- d. Medicaid records should be maintained for 5 years.

321. Patients who have died, moved away or terminated relationship with the practice are classified as:

- a. Inactive
- b. Closed
- c. Active
- d. Nuisance

322. Which of the following types of filing cabinets maximize the use of space?

- a. Vertical
- b. Lateral open-shelf
- c. Lateral drawer
- d. Rotary

323. Which is the most confidential filing system?

- a. Alphabetical filing
- b. Numerical filing
- c. Subject filing
- d. Color filing

324. What is the advantage of using color-coded labels?

- a. Misfiled records are easy to see.
- b. It is most frequently used in research.
- c. Only the staff knows the color codes.
- d. No need to add additional labels.

325. Which of the following is not included in the Present Illness History?

- a. Timing
- b. Location
- c. Allergies
- d. Associated symptoms

326. When a file is removed from the system, this file supply is inserted to alert that the file is being used:

- a. Outguides
- b. Labels
- c. File Guides
- d. File cabinet

327. In alphabetic filing, which name should be filed first?

- a. Schultz, Vin
- b. Schultz, Mary
- c. Schultz, Dory
- d. Schultz, Jerry

328. Which name should come first in alphabetic filing?

- a. Kelly, James
- b. Kely, Joe
- c. Keli, Jean
- d. Kelee, Joseph

329. Which of the following is not a basic step in filing records?

- a. Conditioning
- b. indexing
- c. Purging
- d. Coding

330. The acronym SOMR stands for:

- a. Source-Oriented Medical Record
- b. State of the Media Record
- c. Standardized Outpatient Medical Record
- d. Standard Oriented Medical Record

**Section 7 - Oral and Written Communication, Data Entry,
Computers and Mail**

331. Your doctor has given you a patient memo that he has written. You notice that his grammar and punctuation need corrected. Which of the following proofreader's marks signifies that a period is to be introduced into a sentence?

- a. Equals sign
- b. Circle with a dot in the middle
- c. Ellipsis
- d. Empty circle

332. As a rule of social acceptance, what is the maximum number of times a telephone should be allowed to ring in most cases?

- a. Three
- b. Five
- c. Seven
- d. Ten

333. When answering the telephone, other than taking a patient's name, what other piece of information should be gathered at the beginning of the call?

- a. Telephone Number
- b. Date of Birth
- c. Reason for the call
- d. Address

334. Which of the following telephone greetings would be BEST?

- a. Hello, Dr. Smith's office, please hold.
- b. Dr. Smith's office, How may I assist you?
- c. Dr. Smith's office, This is Mary. How may I assist you?
- d. Dr. Smith's office. This is Mary.

335. Which of the following responses would be BEST when addressing an irate and shouting patient at the front desk?

- a. Mr. Jones, I understand your frustration, please allow me to assist you in getting this issue straightened out.
- b. Mr. Jones, Stop yelling. If you cannot stop yelling I will have to ask you to leave.
- c. This isn't my fault.
- d. Mr. Jones, I'm sure we can fix this issue very quickly.

336. Insured mail through the USPS is defined as:

- a. Mail that is guaranteed to reach its intended destination.
- b. Mail that has value up to a certain amount which can be reimbursed if lost in transit.
- c. Mail that will require a signature upon delivery.
- d. None of the above.

337. A physician has requested that a letter notifying his patient that he can no longer care for her due to her multiple no-shows would be best sent:

- a. Insured
- b. Parcel Post
- c. Certified
- d. COD

338. The postal abbreviation for Idaho is:

- a. IH
- b. IO
- c. IA
- d. ID

339. The standard for folding an 8 1/2 by 11" letter to fit in a No. 10 envelope is:

- a. Fold in half long ways
- b. Fold in half short ways
- c. Fold into thirds by pulling the bottom up and then top down.
- d. Folding into thirds by pulling the top down and then bottom up.

340. Interoffice memos:

- a. Are more informal than a standard letter.
- b. Contain a complimentary close.
- c. Contain a salutation.
- d. None of the above.

341. When writing a letter in full block style, the complimentary close:

- a. is located indented one tab stop.
- b. is located flush with the left margin.
- c. is omitted.
- d. begin at the center point of the page.

342. When giving a presentation, how long will it take to present a talk (without visual aids) that is 1000 words long?

- a. 5 minutes
- b. 8 minutes
- c. 20 minutes
- d. one half hour

343. Which of the following examples is properly written?

- a. Fred Felix
2900 Mainstreet Ave
Cleveland OH 44115
- b. Dr. Sherry Merry, MD.
- c. The City of Freedom
- d. None of the above are correct.

**344. When using proofreader symbols, which symbol would you use to correct this sentence:
The dog was looknig for his bone.**

- a. Circle with a dot in the middle.
- b. Backslash
- c. Front slash
- d. An "S" laying on its side

345. When writing a professional letter that has over 200 words, how large should the margins be?

- a. One inch
- b. One and one half inches
- c. One and three quarters inches
- d. Two inches

346. The number of lines between the inside address and the salutation in a full block style professional letter is:

- a. 1 line
- b. 2 lines
- c. 4 lines
- d. There are no lines between these parts.

347. When transcribing medical dictation, how would one properly note an allergy to a certain medication?

- a. Spell out the medication in capital letters or underlined.
- b. Highlight the allergy in red font.
- c. Highlight the allergy in boldface font.
- d. None of the above.

348. What keyboard key deletes characters to the left of the cursor?

- a. Del
- b. Ctrl
- c. Backspace
- d. Esc

349. All of the following are devices that save information for future reference, EXCEPT:

- a. CD-ROM
- b. Hard Drive
- c. CPU
- d. Flash drive

350. Which keyboard key keeps the alphabet letters in uppercase?

- a. Caps
- b. Home
- c. Tab
- d. Ctrl

351. A first class mail handling for items 70 pounds or less that takes 2 to 3 days to arrive:

- a. Priority mail
- b. Express mail
- c. Certified mail
- d. Registered mail

352. Programs that direct a computer to perform specific operations:

- a. CPU
- b. Motherboard
- c. Random Access Memory (RAM)
- d. Software

353. A letter style in which all lines begin at the left margin:

- a. Modified block
- b. Semi-block
- c. Full block
- d. Simplified

354. When delivery of mail is guaranteed the following next day, the mail classification is:

- a. Priority mail
- b. Registered mail
- c. Express mail
- d. Certified mail

355. Where two or more computers are linked in order to exchange files, allow electronic communications and share resources, such as printers and CDs:

- a. Network
- b. Processor
- c. Scanner
- d. Internet

356. What is the most widely used regular envelope size?

- a. No. 9
- b. No. 10
- c. No. 11
- d. No. 12

357. Which of the following is not an incoming mail procedure?

- a. Stamp items with person who received it
- b. Distribute mail to appropriate staff
- c. Check clinical mail for urgency
- d. Stamp payment checks with endorsement

358. Which of the following is not considered to be computer hardware?

- a. Mouse
- b. Windows
- c. Printer
- d. Scanner

359. What is a POMR chart?

- a. A method of recording data about the signs and symptoms of the patient.
- b. A method of recording data about the health status of a patient in a problem-solving system.
- c. A method of recording data about the physical examination of the patient.
- d. A method of recording data about the diseases that run in the family of the patient.

360. What device prints postage directly onto mail pieces or labels?

- a. Stamper
- b. Postage meter
- c. Engraver
- d. Laser printer

361. A written statement that promises the good condition of a product, and states that the manufacturer is responsible for repairing or replacing the product usually for a certain period of time after its purchase:

- a. Liability
- b. Contract
- c. Agreement
- d. Warranty

362. Which of the following is a method of documentation used by health care providers to write out notes in a patient's chart, along with other common formats, such as the admission note?

- a. Physical Examination
- b. SOAP notes
- c. Prognosis chart
- d. Review of Systems

363. The electronic conversion of scanned or photographed images of typewritten or printed text into machine-encoded or computer-readable text is called:

- a. Optical Character Recognition
- b. Over Current Relay
- c. On Channel Repeater
- d. Operating Conditions Register

364. A device that reads documents and converts them into digital data:

- a. Printer
- b. Scanner
- c. Flash drive
- d. CPU

365. This report is dictated by the admitting physician at the end of the patient's hospital stay. It is a brief statement of everything that occurred throughout the hospital course.

- a. Consultation report
- b. Operative report
- c. Pathology report
- d. Discharge summary

366. A small, lightweight removable storage device, also called a thumb drive:

- a. LAN drive
- b. URL drive
- c. USB drive
- d. ZIP drive

367. The greeting used in a letter such as “To whom it may concern:” is what part of a letter?

- a. Complimentary closing
- b. Salutation
- c. Signature
- d. Attention line

368. An electronic device that makes possible the transmission of data to and from a computer via telephone or other communication lines:

- a. Hard drive
- b. RAM
- c. URL
- d. Modem

369. All of the following are input devices for a computer, EXCEPT:

- a. Mouse
- b. Keyboard
- c. Printer
- d. Random Access Memory

370. Which of the following is NOT a storage device?

- a. Memory stick
- b. Zip drive
- c. Router
- d. DVD

371. What reference is used at the end of a letter to list people who will receive a copy of the letter?

- a. Enc
- b. DH:lb
- c. cc
- d. “Yours Truly”

372. Which of the following devices allow the user to manipulate the cursor?

- a. Tab key
- b. Backspace
- c. Bluetooth
- d. Mouse

373. Which mail classification includes cards, letters and parcels that weigh 13 ounces or less?

- a. Priority mail
- b. Standard mail
- c. First class mail
- d. Periodicals mail

374. One gigabyte is approximately how many bytes?

- a. 1024 bytes
- b. 1 million bytes
- c. 1 billion bytes
- d. 1 trillion bytes

375. In a business letter, what margin is commonly used?

- a. ½ inch
- b. 1 inch
- c. 2 inches
- d. 3 inches

376. What is the unit of measurement of the clock speed of a computer's microprocessor?

- a. Bits
- b. Bytes
- c. Volts
- d. Megahertz

377. What is the function of the Tab key?

- a. Deletes the character before the cursor
- b. Moves the cursor one space forward
- c. Moves the cursor to the beginning of the next line
- d. Moves the cursor several spaces forward

378. Which of the following devices allow the user to manipulate the cursor?

- a. Tab key
- b. Backspace
- c. Bluetooth
- d. Mouse

379. The most common key board layout is:

- a. DVORAC
- b. QWERTY
- c. AZERTY
- d. MALTRON

380. A paper or electronic document in which data is arranged in rows and columns, and is commonly used for calculations in business operations.

- a. Database
- b. Wordprocessor
- c. Spreadsheet
- d. Tabulator

381. Which keyboard key, when pressed, shows the Help window for a program?

- a. F1
- b. Esc
- c. F10
- d. Enter

382. The keyboard key that enters and exits the full screen mode:

- a. F9
- b. F10
- c. F11
- d. F12

383. What is the greeting we use at the beginning of a letter, email or a memo?

- a. Heading
- b. Salutation
- c. Complimentary
- d. Closing

384. All of the following are types of printers, except:

- a. Inkjet
- b. LCD
- c. Laser
- d. Multifunctional

385. Which of the following is an output device?

- a. monitor
- b. hard drive
- c. mouse
- d. Scanner

386. DVD refers to:

- a. Driver and Vehicle Data
- b. Drivers Vigilance Device
- c. Dynamic Voltage Drop
- d. Digital Video Disc

387. Encryption is the translation of data into a code that is not readily understood by unauthorized users. This data is referred to as:

- a. Cipher text
- b. Binary
- c. Electronic signature
- d. Cookies

388. The acronym HTML refers to:

- a. Hyper Text Markup Language
- b. High Temperature Monitor Layout
- c. High Tensile Monitor Layout
- d. Hotmail

389. Which of the following is NOT a common file format?

- a. .url
- b. .gif
- c. .jpeg
- d. .rtf

390. The acronym DSL stands for:

- a. Direct Subscriber Line
- b. Data Set Label
- c. Dynamic Simulation Language
- d. Direct Satellite Link

391. Which domain extension is used by Harvard University?

- a. .net
- b. .edu
- c. .org
- d. .gov

392. A numerical label assigned to each computer participating in a computer network that uses the Internet Protocol for communication:

- a. HTTP address
- b. URL address
- c. IP address
- d. Domain name

393. Which of the following is not considered a web browser?

- a. Internet explorer
- b. Yahoo
- c. Google
- d. Windows

394. To prevent intruders from accessing computer networks, which of the following is used?

- a. Server
- b. Scanner
- c. Firewall
- d. Database

395. The amount of information that can be sent over a connection at one time, or how many bits can be processed in a single instruction:

- a. Clock speed
- b. Bandwidth
- c. Instruction set
- d. Network

396. It consists of all the public websites connected to the internet:

- a. World Wide Web
- b. Hyper Text Transfer Protocol
- c. Local Area Network
- d. Random Access Memory

397. A company that provides access to the internet is referred to as a(n):

- a. Web browser
- b. ISP
- c. TCP/IP
- d. HTTP

Medical Assistant Practice Exam – Content Area II: Admin Knowledge

Section 8 - Scheduling and Office Management

398. Of the following choices, which should NOT be considered when performing payroll functions?

- a. Number of exemptions
- b. Deductions
- c. Hours worked
- d. Number of patients roomed per day

399. Which of the following tasks is NOT the responsibility of the office manager?

- a. Maintain adequate supply of inventory
- b. Perform employee evaluations
- c. Ensure adequate staffing
- d. determine the appropriate number of tax exemptions that should be made by an employee

400. What is the best time of the day to hold an All-Staff meeting?

- a. Right after lunch
- b. Just prior to the office closing
- c. At the beginning of the day
- d. Various times of the day

401. Which of the following employment forms is necessary when considering choosing tax exemptions?

- a. W2
- b. W4
- c. I9
- d. C3PO

402. When setting up the front desk, which of the following would enhance patient privacy?

- a. Having a sliding window that can be closed when not conversing with patients.
- b. Having a privacy filter on computer monitors.
- c. Asking patients to stand at least 5 feet from the front desk until it's their turn.
- d. All of the above.

403. The best way to avoid injuries when using computers is:

- a. Stand and stretch every hour
- b. Adjust the seat height so that your feet are flat on the floor.
- c. Adjust the monitor so that your neck is at a neutral angle.
- d. All of the above.

404. The most effective way to prepare a schedule matrix is to:

- a. Schedule patients as walk-ins from 9-5, notifying the doctor when to be present in the office.
- b. Create a matrix for each appointment type, i.e. one for GI visits, one for OB visits. etc.
- c. Have the doctors provide you with their schedules and block out times they are unavailable.
- d. Schedule matrices are antiquated and are no longer used with electronic systems.

405. What is the benefit of the Advanced Scheduling system?

- a. Walk-ins are accommodated easily throughout the day.
- b. Emergencies can be handled more effectively and with more staff.
- c. Allows patients to plan ahead with their health care needs.
- d. Patients have an easier time remembering appointments.

406. The advantage of a handwritten appointment book is:

- a. Computer deficient employees can easily use the book.
- b. Books are accessible even when the computer server is down.
- c. Handwritten books are cost effective when compared to computerized systems.
- d. All of the above.

407. Which of the following scheduling methods would be best for an Urgent Care setting?

- a. Wave Scheduling
- b. Double Booking
- c. Open-hour Scheduling
- d. Modified Wave Scheduling

408. Patients who are habitually late:

- a. should be charged a late fee.
- b. should be scheduled at the end of the day.
- c. should be rescheduled for another day each time they are late.
- d. are showing signs of mental incapacity.

409. Patient cancellations should be noted:

- a. On the daily schedule
- b. In the patient's chart
- c. In the progress note section
- d. All of the above.

410. The medical assistant that handles the scheduling has scheduled 3 patients for the three to four o'clock time frame. All of the patients were told to arrive at 3 o'clock. Which of the following scheduling methods BEST describes which is being used in this example?

- a. Double booking
- b. Wave
- c. Walk in
- d. Advance

411. What type of scheduling is used when two or more patients are scheduled at the same time?

- a. Wave scheduling
- b. Time-specific scheduling
- c. Double booking scheduling
- d. Modified wave scheduling

412. Maintenance of office cleanliness and arrangement is the responsibility of:

- a. the maintenance company paid to clean the office
- b. the land lord who rents the office space
- c. all staff of the physician
- d. the medical assistant

413. What type of scheduling breaks hour long blocks down into smaller time increments?

- a. Wave scheduling
- b. Time-specific scheduling
- c. Double booking scheduling
- d. Modified wave scheduling

414. What agency protects workers from health and safety hazards on the job in the workplace?

- a. CDC
- b. OSHA
- c. FBI
- d. WHO

415. What is a recommended way of scheduling so that a physician can catch up with the appointment schedules?

- a. Schedule at least 15 minutes free in the morning and afternoon
- b. Pressure the physician to work faster
- c. Have less patients to prevent patient overload
- d. Have a strict 10 minute patient rule

416. What does CDC stand for?

- a. Community Development Council
- b. Communicable Disease Center
- c. Centers for Disease Control
- d. Central Data Center

417. The doctor's office schedules flu shots on Wednesdays from 10 am to Noon. What type of scheduling is this?

- a. Modified wave scheduling
- b. Tim-specific scheduling
- c. Double booking scheduling
- d. Clustering scheduling

418. What legislation prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities?

- a. CDC
- b. OSHA
- c. ADA
- d. CLIA

419. In scheduling procedures, the chief complaint of the patient assists the medical assistant in the following, EXCEPT:

- a. Identify the reason for the consult
- b. Identify the urgency of the patient visit
- c. Identify the diagnosis of the patient
- d. Identify if the facility is equipped to handle the patient visit

420. When medical supplies are being inventoried, the medical assistant should:

- a. Have a list of all supplies and equipment
- b. Organize the supplies in different storage containers with labels
- c. Secure the supplies in cabinets or storage rooms
- d. All of the above
- e. Both a and c only

421. Screening calls is important because it allows the office to_____.

- a. avoid patients who are not emergency
- b. triage patients according to priority
- c. avoid disruptions to the appointment schedule
- d. prevent walk-ins

422. Which of the following is not a type of business formation for a medical practice?

- a. Partnership
- b. Sole Proprietorship
- c. Corporation
- d. Liability ownership

423. Establishing a matrix in the appointment book refers to:

- a. Blocking out the times when the health provider is unavailable
- b. Blocking out the times when patients are unavailable
- c. Blocking out the times when the nurse is not available
- d. Blocking out the times if the facility is unavailable

424. All of the following are steps in the hiring process, EXCEPT:

- a. Checking references
- b. Supervision
- c. An offer
- d. Recruiting

425. When an appointment is canceled by a patient, the medical assistant should:

- a. Educate the patient
- b. Tell the patient the doctor will call for a rescheduling
- c. Document the cancellation and contact the patient for rescheduling
- d. Wait for the patient to reschedule

426. A performance appraisal can be based on the following, EXCEPT:

- a. Teamwork
- b. Ethnicity
- c. Dependability
- d. Attitude

427. Office equipment inventory and maintenance requires keeping records on which the following:

- a. Warranties
- b. Model and serial number
- c. Date of purchase
- d. All of the above
- e. Both a and c only

428. When supplies are delivered to the office, a medical assistant accepting the delivery should:

- a. Place the supplies in storage
- b. Check the supplies with the packing slip
- c. Get the physician
- d. Open it when you find free time to check it

429. Federal Insurance Contribution Act (FICA) funds are paid into Social Security. Who pays into the FICA fund?

- a. The employee only
- b. The employer only
- c. The employee only if the employer has fewer than 20 employees
- d. The employer and the employee each pay half of what is due.

430. Voucher checks are commonly used for

- a. Insurance payments
- b. Payroll
- c. Cash converted to foreign currency
- d. To obtain petty cash

431. Which of the following is a method to track incoming telephone calls so that all messages are taken care of?

- a. Answer every incoming call
- b. Making a telephone log
- c. Install voice messaging
- d. Discard not important calls

432. Which of the following is not usually used when making appointment reminders for the patient?

- a. Calling the patient directly
- b. Reminder card before leaving the office
- c. Sending patients post cards
- d. Sending appointment letter by fax

433. When dealing with a patient who is getting mad and irritated, the medical assistant should:

- a. Call security to prevent escalation of the situation.
- b. Tell the patient that he will not be seen if he continues his behavior.
- c. Keep calm and remain courteous.
- d. Answer in a louder tone to show that behavior like that is not tolerated.

434. SOAP chart refers to:

- a. Subjective, objective, administer, proposal
- b. Subject, opportunity, access, program
- c. Subjective, objective, assessment, plan
- d. Systems, operations, assessment, project

435. If you have a new patient appointment, which of the following should not be asked from the patient?

- a. Social Security number
- b. Birth date
- c. Religion
- d. Insurance information

436. The professional organization for the field of effective management of health data and medical records is:

- a. AMA
- b. AHIMA
- c. OSHA
- d. HIPAA

437. If you were tasked to record the minutes of a meeting, which of the following would not be included in the information you record?

- a. names of the attendees
- b. names of the absentees
- c. agenda
- d. None of the above

438. If the physician writes on the medical chart "Impression is Acute Lymphoblastic Leukemia", where should this be placed in the SOAP chart?

- a. S
- b. O
- c. A
- d. P

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 9 - Exam Room Techniques, Patient Preparation and Infection Control

439. Which of the following vital signs can be expected in a child that is afebrile?

- a. Rectal Temp of 100.9 degrees F.
- b. Oral Temp of 38 degrees C.
- c. Axillary Temp of 98.6 degrees F.
- d. All of the above are incorrect.

440. Intermittent fevers are:

- a. fevers which come and go.
- b. fevers which rise and fall but are always considered above the patient's average temperature.
- c. fevers which fluctuate more than three degrees in never return to normal.
- d. None of the above.

441. A patient's body temperature has varied over the last 24 hours from 97.6 degrees F in the morning to 99 degrees F in the evening. The patient is worried that this change in temperature may indicate the beginning of a fever. Which of the following BEST explains this phenomenon?

- a. The patient definitely has a fever in the evening and should be seen by a doctor.
- b. The patient is experiencing changes related to a diurnal rhythm.
- c. The patient is more than likely taking her temperature incorrectly.
- d. The patient is male and is experiencing changes related to fluctuating monthly hormones.

442. The most accurate reading for a temperature is done:

- a. Orally.
- b. Aurally through a clean canal.
- c. Rectally.
- d. Axially.

443. A patient is having difficulty understanding how to properly run her glucose meter. Which of the following teaching methods would best help the patient understand how to use her instrument correctly?

- a. Give the patient an instruction booklet and have her call the office if she has questions.
- b. Tell the patient to have a family member demonstrate how to use the instrument.
- c. Have the patient watch a video on the use of the instrument.
- d. Demonstrate the proper use of the instrument and then have the patient perform the process while still in the office.

444. The pulse point located on the top of the foot is:

- a. the dorsalis pedis.
- b. is checked in patients with peripheral vascular problems.
- c. absent in some patients due to a congenital anomaly.
- d. All of the above.

445. Over a patient's lifespan, the pulse rate:

- a. starts out fast and decreases as the patient ages.
- b. starts out slower and increases as the patient ages.
- c. Varies from slow to fast throughout the lifespan.
- d. Stays consistent from birth to death.

446. A common error when taking a pulse is:

- a. placing the index finger on the radial artery which is located on the thumb side of a patient's wrist.
- b. noting a pulse as being "weak" when the pulsation disappears upon adding pressure.
- c. counting the pulse for 15 seconds and multiplying the number by four.
- d. None of the above will cause errors.

- 447. A patient is in the office for a cyst removal and is very anxious about the procedure. Which of the following descriptions of his respirations would be expected?**
- a. Bradypnea
 - b. Orthopnea
 - c. Tachypnea
 - d. Dyspnea
- 448. Rales and rhonchi are frequently noted during an examination of lung sounds. What is the difference between the two?**
- a. Rales are louder.
 - b. Rhonchi are noted only in infants.
 - c. Rales occur on inspiration, rhonchi on expiration.
 - d. Rales are noted only in infants.
- 449. To accurately assess a patient's respiration rate, which of the following methods would be BEST?**
- a. Tell the patient, "Please remain silent while I count your number of breaths."
 - b. Count respirations at the same time you are counting the pulse rate.
 - c. Count the pulse rate for one minute, then, while keeping your index fingers on the patient's radial artery, count the respirations for an additional minute.
 - d. Count the patient's respiration rate, then take the patient's temperature, and then take the pulse rate.
- 450. A patient is diagnosed with essential hypertension. Which of the following blood pressures would you expect to see in this patient prior to taking medications for his condition?**
- a. 142/92
 - b. 118/72
 - c. 120/80
 - d. 138/88
- 451. Korotkoff sounds are:**
- a. sounds noted during diastole.
 - b. the result of the vibration of blood against artery walls while blood pressure readings are being taken.
 - c. are only noted by skilled cardiologists.
 - d. distinct sounds which are classified into 6 phases.

452. Which of the following is an anthropomorphic measurement?

- a. Blood pressure
- b. Temperature
- c. Pulse Rate
- d. Weight

453. The procedure for taking a pulse rate on an infant differs from an adult how?

- a. Pulse rates are not taken on infants.
- b. The apical pulse method is used on infants.
- c. Pulse rates on infants are taken with a sphygmomanometer.
- d. Pulse rates on infants are taken apically in the third intercostal space.

454. The patient position that is most useful for proctologic exams is the:

- a. Trendelenburg
- b. Semi-Fowler's
- c. Full Fowler's
- d. Jack Knife

455. A physician may assess turgor when:

- a. iron deficiency is suspected.
- b. heart and lung issues are suspected.
- c. dehydration is suspected.
- d. None of the above.

456. In the chain of infection, the susceptible host:

- a. is one that has been effectively immunized against the infectious agent.
- b. is not capable of supporting the growth of an infectious agent.
- c. can reduce the chances of being infected by living a healthy lifestyle and using proper hand washing techniques.
- d. will not benefit from practicing aseptic techniques.

457. The proper personal protective equipment necessary for collecting a sputum specimen would include: (Choose the BEST answer.)

- a. Gloves and face mask
- b. Level Three Bio containment uniforms
- c. Eye protection and shoe covers
- d. Splash shield and face mask

458. Surgical asepsis is being performed when:

- a. wiping down exam tables with bleach.
- b. sterilizing instruments.
- c. changing table paper.
- d. wearing gloves when performing injections.

459. The most effective step of hand washing is:

- a. using friction to remove potential pathogens.
- b. using hospital grade soap.
- c. moisturizing the hands after washing to prevent cracking.
- d. washing hands for at least 15 seconds.

460. When performing an EKG, the patient starts to laugh out of feelings of anxiety. What would you expect the EKG to show? (Choose the BEST answer.)

- a. Increased pulse rate, normal EKG
- b. Decreased pulse rate, abnormal EKG
- c. Tachycardia, poor EKG graph.
- d. Bradycardia, poor EKG graph.

461. When printing out an EKG, a medical assistant notices that the QRS complexes are extremely small. What should be the next step?

- a. Alert the physician immediately as this is a sign of impending cardiac arrest.
- b. Check to see that all leads are attached and rerun the EKG.
- c. Increase the sensitivity control to 20 mm deflection.
- d. Decrease the run speed to 50.

462. Each small square on the EKG paper is:

- a. .04 seconds long and 5mm tall
- b. .2 seconds long and 5mm tall
- c. .04 seconds long and 20mm tall
- d. .04 seconds long and 1mm tall

463. When teaching a patient to use the three point gait technique of crutch use:

- a. The injured leg moves ahead at the same time as both crutches.
- b. One crutch moves at a time and then followed by the injured leg.
- c. Both crutches move ahead at the same time followed by both legs at the same time.
- d. None of the above are correct.

464. What is the actual purpose of a visit or consult of a patient with a physician?

- a. Chief complaint
- b. History of present illness
- c. Past history
- d. General data

465. Mrs. Plan, a 46 year old female, came in to your office because of fever and jaundice. She is on her 34th week of pregnancy. The doctor diagnosed her to have Hepatitis D infection. Which of the following hepatitis virus can simultaneously be in her blood together with the Hepatitis D?

- a. Hepatitis B
- b. Hepatitis A
- c. Hepatitis E
- d. Hepatitis C

466. Which of the following instruments are used for a pelvic examination?

- a. Light source
- b. Speculum
- c. Percussion hammer
- d. All of the above
- e. Both a and b only

467. A medical assistant took the vital signs of a patient. The patient has been complaining of palpitations and dyspnea. His pulse rate is 120 and respiratory rate is 8. What is the patient's condition?

- a. bradycardia and bradypnea
- b. tachycardia and bradypnea
- c. bradycardia and tachypnea
- d. tachycardia and tachypnea

468. Marital status, occupation and lifestyle of the patient are part of the:

- a. Family history
- b. Past medical history
- c. Social history
- d. Chief complaint

469. Infection control and Universal Precautions Guidelines include the following, EXCEPT:

- a. Wear only PPE when in contact with infected patients
- b. Obtain Hepatitis B vaccination for occupational exposure to blood
- c. Dispose used needles in sharps container
- d. Proper hand washing before and after dealing with a patient

470. The purpose of a spirometer is to evaluate:

- a. Volume of inhaled and exhaled air in the lung
- b. Red blood cell mass
- c. Blood pressure
- d. Hematocrit

471. A 45 year old man came in for edema and fatigue. On physical examination, the lungs had decreased breath sounds, rales and crackles. The patient has a family history of heart disease and smokes 3 packs of cigarettes and drinks vodka every day. Under what part of the medical history, will you include the smoking and drinking habits of the patient?

- a. Past history
- b. Family history
- c. Social history
- d. Review of systems

472. Mrs. Williams came to your office with profuse vaginal bleeding because of a spontaneous abortion. Her blood pressure initially was 90/60 mmHg. Five minutes after, the bp started to go down to 70/50 mmHg. Which of the following positions should you put her in to improve her blood pressure?

- a. Fowler's
- b. Sims
- c. Lithotomy
- d. Trendelenburg

473. Betsy, a 4 month old infant, was brought to your clinic because of a seizure. The doctor asked you to obtain a rectal temperature. You obtain it using a digital thermometer and the reading is 104 degrees F. Which of the following is most likely true?

- a. She has normal temperature.
- b. Her seizure is a result of her being febrile.
- c. The seizure has no connection with the temperature.
- d. The temperature of the patient cannot result in a seizure.

474. Which of the following is not part of the medical history?

- a. Present history
- b. Review of systems
- c. Physical Examination
- d. Family history

475. What artery should be palpated during cardiopulmonary resuscitation (CPR) to determine the presence of a pulse?

- a. Carotid pulse
- b. Femoral pulse
- c. Brachial pulse
- d. Radial pulse

476. A sigmoidoscopy is performed to examine the:

- a. Small intestine
- b. Rectum
- c. Large intestine
- d. lungs

477. A medical assistant does not need to wear gloves when:

- a. Performing blood pressure
- b. Transporting a urine specimen
- c. Lubricating a foley catheter
- d. Performing venipuncture

478. A patient complains that he has had chest pains for 3 months associated with dyspnea and diaphoresis. He self medicated with aspirin and antacids. Which part of the medical history should this information be placed?

- a. Chief complaint
- b. Present Illness
- c. Past History
- d. Family History

479. You have been monitoring the oral temperature of Mr. Hadley for the past 10 days. His temperature shows that he is having alternating febrile and afebrile days. This type of fever pattern is known as:

- a. continuous fever
- b. remittent fever
- c. intermittent fever
- d. relapsing fever

480. What does pulse oximetry evaluate?

- a. It measures the heart rhythm of the patient.
- b. It measures the pulse and the respiration of the patient.
- c. It measures oxygen saturation in arterial blood.
- d. It measures oxygen saturation in venous blood.

481. Which of the following statements is an example of an open-ended question?

- a. "Do you have more than 1 symptom?"
- b. "Tell me more about your symptoms."
- c. "Do you have hypertension?"
- d. "Does your family have diabetes?"

482. All of the following are components of the infection cycle, EXCEPT:

- a. Reservoir
- b. Means of transmission
- c. Susceptible host
- d. Means of termination

483. Normally, the pulse rate is the same as the:

- a. number of heartbeats in one minute
- b. average length of beats in one minute
- c. number of heartbeats in 30 seconds
- d. difference between systolic and diastolic pressure

484. Which of the following is not properly part of the interviewing process to obtain patient medical history?

- a. Observe the patient's alertness, level of orientation, grooming and comfort
- b. Express concern and respect for the patient
- c. Place the patient in a private room
- d. Judging the behavior of the patient

485. The purpose of ear instillation is to:

- a. Clean the ear
- b. Dilate the ear
- c. Treat otitis externa
- d. Enhance hearing of the patient

486. Mrs. Simon, a known diabetic, came to your clinic because of dizziness. When you took her blood pressure while she was lying down on the bed, her blood pressure was 110/70 mm Hg, but when she stood up, she started to become dizzy again. A repeat blood pressure was 80/50 mmHg. What would be the condition of the patient?

- a. Normal
- b. Malingering
- c. Having malignant hypertension
- d. Having orthostatic hypotension

487. A patient, a 17 year old female, is complaining of palpitation and fast heart beat. The patient has a history of panic attacks and anxiety. To determine if she has tachycardia, the medical assistant decided to use her thumb to count the pulse. Is this recommended to determine pulse?

- a. No. The thumb has its own pulse.
- b. No. The skin of the thumb is too sensitive.
- c. No. The skin of the thumb is not sensitive enough.
- d. Yes, it is recommended to use the thumb to take a pulse.

488. The following are included in the rules on charting, EXCEPT:

- a. Check carefully the name on the chart
- b. Chart in pencil
- c. Do not chart assumptions
- d. Date each entry and sign with your complete name and title

489. A sphygmomanometer is used to:

- a. Check for heart disease
- b. Check blood pressure
- c. Check for pulse
- d. Check for vital signs

490. What term is used when all microorganisms including the spores in an instrument have been eliminated?

- a. Sterile
- b. Asepsis
- c. Sanitized
- d. Disinfected

491. What is the position that produces the most accurate blood pressure determination?

- a. Have the patient in a sitting position with an arm extended at heart level
- b. Have the patient in a standing position and arm curled up
- c. Have the patient lying down with palms in a down position
- d. Have the patient sitting with an arm extended above the heart

492. Red marked glass thermometers are used to take what temperature?

- a. Axillary
- b. Rectal
- c. Tympanic Membrane
- d. Oral

493. A medical assistant cleaned a patient's wound using forceps. She then soaked the forceps in alcohol. Which aseptic technique did she use?

- a. Sterilization
- b. Autoclaving
- c. Sanitization
- d. Disinfection

494. A physician is about to give a Pap smear procedure to a patient. As a medical assistant, you assist the patient and help her get into position for the procedure. What position should you put her in?

- a. Horizontal Recumbent
- b. Lateral Sims
- c. Fowler's
- d. Lithotomy

495. A wound where tissue is not just separated but torn away from the body is referred to as:

- a. Laceration
- b. Avulsion
- c. Abrasion
- d. Gangrene

496. Michael, a 5 year old boy, has been complaining of itchiness, rash and irritation around the anal area. He was brought to the clinic by his mother, and to her surprise, the doctor performed a scotch tape test. This test is used to diagnose infestation of which parasite?

- a. Mosquitoes
- b. Fungus
- c. Round worms
- d. Pinworms

497. Round-shaped bacteria that are seen in pairs are called:

- a. streptococcus
- b. diplococcus
- c. staphylococcus
- d. bacillus

498. When placing a patient on the weighing scale, the medical assistant should:

- a. Ask the patient to patient remove all clothing
- b. Ask the patient to face away from the scale
- c. Make sure that the scale is calibrated and balanced before actually weighing the patient
- d. All of the above

499. Cold and heat modalities can be applied to:

- a. Reduce inflammation and break the pain cycle
- b. Improve circulation
- c. Decrease muscle spasms
- d. All of the above

500. All of the following statements regarding vital signs are true, EXCEPT:

- a. Vital signs give essential information that guide the health provider.
- b. Estimation of vital signs is always allowed.
- c. Vital signs can indicate if a patient has a disease.
- d. Vital signs are also called the cardinal signs.

501. When taking a patient's pulse, the most commonly used artery is:

- a. Apical
- b. Radial
- c. Carotid
- d. Axillary

502. A 15 year old boy complained of a sore throat. After testing the patient, the results revealed a strep throat. What is the shape of the bacteria?

- a. Rod shaped
- b. Round in clusters
- c. Round in pairs
- d. Round in chains

503. A patient was brought to the clinic because of fever and jaundice. The doctor's impression was Hepatitis A. What is the mode of transmission of this virus?

- a. Oral – fecal
- b. Sex
- c. Blood
- d. Direct touching

504. The patient's pulse was 88 bpm. What will you tell the patient?

- a. Your pulse is normal.
- b. Your pulse is fast.
- c. Your pulse is abnormal.
- d. Your pulse is slow.

505. A 38 year old man was rushed to the hospital because of bloody diarrhea. The doctor said that the cause can be a single-celled organism. Which organism is he referring to?

- a. Lyme
- b. Amoeba
- c. Salmonella
- d. Trichomonas

506. A patient weighs 200 pounds. How much does he weigh in kilograms?

- a. 100 kg
- b. 90 kg
- c. 80 kg
- d. 200 kg

507. Which of the following diseases is not caused by a virus?

- a. Chicken pox
- b. Herpes
- c. Tuberculosis
- d. Measles

508. A patient who weighs 100 kilograms will be how heavy in pounds?

- a. 220 lbs
- b. 45 lbs
- c. 100 lbs
- d. 300 lbs

509. An 18 year old who went camping for one week was seen at the office because of fever, headache, fatigue, and a characteristic skin rash called erythema migrans. The classic skin rash is characteristic of what disease?

- a. Lyme disease
- b. West Nile
- c. Gonorrhea
- d. HIV

510. The blood pressure of the patient is 120/80 mmHg. Based on this, what is the pulse pressure of the patient?

- a. 10 mmHg
- b. 20 mmHg
- c. 30 mmHg
- d. 40 mmHg

511. The question “What brings you to the clinic today?” addresses what part of the medical history?

- a. Chief complaint
- b. Present illness
- c. Past history
- d. Social history

512. Antibiotic resistance is best prevented by:

- a. Prescribe more than one antibiotic to the patient.
- b. Prolong the antibiotic treatment.
- c. Follow the recommended dose and duration of the antibiotic treatment.
- d. Increase the dose slightly higher to kill more bacteria.

513. The patient was brought to the clinic because of headache, nausea, rash and dizziness. Which of the following is an objective finding?

- a. Headache
- b. Dizziness
- c. Rash
- d. Nausea

514. Which of the following is not a classification of hypertension?

- a. Essential hypertension
- b. Secondary hypertension
- c. Malignant hypertension
- d. Benign hypertension

515. During the patient interview, the patient reports that she has abdominal pain. What type of information did the patient report?

- a. Sign
- b. Objective
- c. Subjective
- d. Impression

516. A 10-year-old girl with red eye was examined for pink eye. How is this disease transmitted?

- a. Staring at the eye of an infected patient
- b. Touching objects or things contaminated with the virus
- c. Sharing the same clothing
- d. Through blood or food

517. The medical assistant asked the patient, "You drink alcoholic beverages, right?" This question is an example of a:

- a. Leading question
- b. Summarizing question
- c. Clarifying question
- d. Open-ended question

518. Which of the following is not recommended when interviewing a patient?

- a. Have eye contact
- b. Look at the clock to prevent patient from rambling
- c. Lean toward the patient
- d. Nod when the patient talks

519. A stroke patient is breathing with alternating periods of apnea and tachypnea. What is this breathing pattern called?

- a. Sturge-Weber
- b. Prader Willi
- c. Cheyne Stokes
- d. Lou Gehrig

520. While interviewing the patient, you noticed that the patient has involuntary, purposeless, non-rhythmic, abrupt movements that flow from one body part to another. The patient is manifesting what movement problem?

- a. Dystonia
- b. Aphasia
- c. Tremors
- d. Chorea

521. Which of the following is not a risk factor for heart disease?

- a. Diabetes
- b. No immunizations
- c. Inactivity
- d. Hypertension

522. This information is not placed in the Present Illness section:

- a. Allergies of the patient
- b. Timing of symptoms
- c. Factors that relieve symptoms
- d. Associated symptoms

523. Which of the following is the recommended setting for the autoclave?

- a. 450 F for 30 minutes
- b. 175 F for 20 minutes
- c. 250 F for 30 minutes
- d. 320 F for 20 minutes

524. Why is the Review of Systems important for the health practitioner?

- a. To know the reason why the patient visited the doctor
- b. To uncover other health issues of the patient that were not mentioned in the other parts of the history
- c. To screen cancer and genetic problems
- d. To address the lifestyle of the patient

525. When the patient complains of abdominal pain, how will you know what organ is most likely affected?

- a. Divide the abdomen into four sections, and ask the patient in which section the pain is
- b. Ask the patient how severe the pain is
- c. Ask the patient when did the pain start
- d. Divide the abdomen into upper and lower quadrant and ask if the pain is upper or lower

526. If the patient complains of chest pain, and points that the pain is right behind the breast bone, how will this be documented?

- a. Left sided chest pain
- b. Parasternal pain
- c. Substernal pain
- d. Midclavicular pain

527. What is the recommended site for a pulse rate determination?

- a. radial
- b. brachial
- c. apical
- d. dorsalis pedis

528. The medical assistant should count the pulse for how long to be most accurate?

- a. 15 seconds
- b. 30 seconds
- c. 1 minute
- d. 2 minutes

529. A medical assistant wanted to use a stethoscope to determine a pulse. Which of the following pulse points can she use?

- a. Carotid
- b. Apical
- c. Brachial
- d. Femoral

530. Which of the following can be a reservoir host of the Ebola virus?

- a. Chimpanzees
- b. Fruit bats
- c. Forest antelopes
- d. All of the above

531. What does a sterilization strip indicate?

- a. Whether the instruments were exposed to the proper conditions of sterilization.
- b. If more water should be added to achieve the right amount of steam
- c. Whether the instruments need to be sterilized
- d. If the pressure of the autoclave was right.

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 10 - Office Laboratory Procedures

532. Which of the following anticoagulants would be found in a light blue vacutainer tube?

- a. EDTA
- b. Sodium Oxalate
- c. Lithium Heparin
- d. Sodium Citrate

533. A medical assistant is asked to draw blood in the antecubital (AC) space. Which of the following veins are found in the AC?

- a. Cephalic
- b. Median cubital
- c. Basilic
- d. All of the above.

534. A patient's urine specimen tested positive for bilirubin. Which of the following is most true?

- a. The patient should be evaluated for kidney disease.
- b. The specimen was probably left at room temperature for more than two hours.
- c. The specimen is positive for bacteria.
- d. The specimen should be stored in an area protected from light.

535. Which vacutainer tubes should be used when a requisition calls for blood to be drawn for an H&H and glucose test?

- a. One light blue, one red
- b. Two lavenders
- c. One lavender, one grey
- d. One green, one red

536. Specific gravity in urinalysis:

- a. compares the concentration of urine to that of distilled water.
- b. is useless when the patient is dehydrated.
- c. can only be done with a refractometer.
- d. None of the above.

537. When placing a patient in the AP position for an X-ray, what position would the patient be in?

- a. Facing the film.
- b. Right side against the film.
- c. Left side against the film.
- d. Facing away from the film.

538. A patient's urine tests positive for glucose. The doctor asks you to confirm this finding. Which of the following would BEST confirm this finding?

- a. Run the urine on the hand-held glucometer.
- b. Have another MA do a repeat dipstick.
- c. Run a Clinitest.
- d. Run an Acetest.

539. The smallest of the white blood cells which also can be involved in humoral immunity is the:

- a. Lymphocyte
- b. Monocyte
- c. Basophil
- d. Erythrocyte

540. MSDS sheets:

- a. Contain the ordering information for each piece of equipment in the office.
- b. Are required by OSHA to be accessible to all employees of the office.
- c. Can be used to treat patients who have been injured in equipment accidents.
- d. None of the above.

541. The most virulent blood borne pathogen is: (Choose the BEST answer.)

- a. HCV
- b. HPV
- c. HIV
- d. HBV

542. The NFPA diamond has four colors. The blue diamond:

- a. indicates hazards to health.
- b. designates that it is safe to use water to put out this type of fire.
- c. indicates that ice is necessary to treat an injury with this type of chemical.
- d. indicates that the chemical may be incinerated upon disposal.

543. A patient has been told to monitor her LH levels. Which of the following potential conditions might the patient be suffering from?

- a. Menorrhagia
- b. Grave's Disease
- c. Menopause
- d. Infertility

544. Manual hematocrits are done:

- a. to monitor anemia.
- b. by using a microcrit tube.
- c. to measure the percentage of plasma to cells.
- d. All of the above.

545. The BEST blood collection location for a newborn is:

- a. the AC.
- b. the veins of the forehead.
- c. the heel.
- d. the fingertips.

546. A patient has come to the office for a blood draw. The patient starts to sweat and is very anxious. Which of the following would be the BEST way to proceed?

- a. Do not perform the procedure. Notify the physician of the reason why.
- b. Perform the procedure but pay close attention for signs of potential syncope.
- c. Allow the patient to reschedule for a time where he isn't as anxious.
- d. Have the physician draw the blood.

547. Which of the following tests would MOST LIKELY be performed on a patient that is being monitored for coagulation therapy?

- a. PT/INR
- b. CBC
- c. HCT
- d. WBC

548. Which of the following is MOST TRUE about the ESR test?

- a. The results are diagnostic for certain conditions.
- b. Abnormal results are indicative of a potentially fatal illness.
- c. Abnormal results should be followed with additional testing.
- d. Results are reported in millimeters per minute.

549. A patient who is blood type AB:

- a. can receive plasma from a type B donor.
- b. can receive whole blood from a type A donor.
- c. can receive packed RBCs from a type O donor.
- d. All of the above.

550. Which of the following is considered an abnormal lab result?

- a. WBC 10,000/ mm cubed
- b. Hct 50%
- c. ESR 22 mm/hour
- d. All of the above are normal.

551. The mordant in the Gram Stain procedure is:

- a. the chrystal violet
- b. the methyl alcohol
- c. Iodine
- d. Safranin

552. To properly read a meniscus,

- a. hold the measuring device at eye level and read the bottom of the curve of the liquid level.
- b. hold the measuring device at eye level and read the top of the curve of the liquid level where the liquid holds to the walls of the container.
- c. hold the measuring device at table level and looking down into the measuring device, read the bottom of the curve of the liquid level.
- d. hold the measuring device at table level and looking down into the measuring device, read the top of the curve of the liquid level.

553. The purpose of performing quality control is to:

- a. create a paper trail to show that the laboratory is compliant with OSHA standards for quality control.
- b. improve the odds that the results that are reported for any given test are as accurate and reliable as possible.
- c. Are required by law to be part of a quality assurance program.
- d. All of the above.

554. A urine pregnancy test:

- a. May be negative even if a blood pregnancy test is positive.
- b. Is positive only during the first trimester of pregnancy.
- c. Will be negative if the amount of LH isn't enough to meet or exceed the sensitivity of the testing device.
- d. All of the above.

555. When reading urines microscopically, urine casts must be:

- a. small enough to be seen under high power.
- b. assessed under low power.
- c. absent as to not impede the observation of other microscopic structures.
- d. None of the above.

556. A physician believes that a patient may be experiencing pancreatitis. Which of the following tests would be best to diagnose this condition?

- a. CK and Troponin
- b. BUN and Creatinine
- c. Amylase and Lipase
- d. HDL and LDL Cholesterol Levels

557. An abnormality in the ventricles may be identified on the ECG strip by:

- a. distorted, varying P wave pattern
- b. wide spaces in between waves
- c. wide and bizarre QRS complex
- d. too fast heart rate

558. The standard ECG paper speed is:

- a. 25 mm/min
- b. 25 mm/sec
- c. 50 mm/min
- d. 50 mm/sec

559. During an ECG, a patient was talking, moving and chewing. What interference will show in the strip?

- a. Damaged cable
- b. Loose electrode
- c. Somatic tremor
- d. Alternating current or 60 cycle

560. Which ECG electrode is placed on the 5th ICS on the left mid-clavicular line?

- a. V3
- b. V4
- c. V5
- d. V6

561. Which chest lead is placed on the 4th ICS to the right of the sternum?

- a. V1
- b. V2
- c. V3
- d. V4

562. A patient came to the clinic complaining of waking up at night to urinate. The patient has a family history of diabetes. The patient's symptom is called:

- a. nocturia
- b. incontinence
- c. polydipsia
- d. oliguria

563. A patient was brought to the clinic because she has not urinated for 3 days. Blood tests shows increase in BUN and Creatinine. What is the condition of the patient?

- a. UTI
- b. Kidney stones
- c. Uremia
- d. Diabetes

564. Which of the following is not used to clean the site for a blood culture specimen?

- a. Iodine
- b. Surgical soap
- c. Lysol
- d. Alcohol

565. Which of the following blood samples should be placed in ice water?

- a. Lead testing
- b. Glucose tolerance test
- c. Arterial blood gases (ABG)
- d. Blood culture

566. The normal bleeding time is:

- a. 2 to 8 minutes
- b. 10 to 15 minutes
- c. 20 minutes
- d. 1 hour

567. A fingerstick is done on the following fingers:

- a. middle and index finger
- b. the thumb and the middle finger
- c. small and ring finger
- d. middle and ring finger

568. What is the number one complication of venipuncture?

- a. Seizure
- b. Hematoma
- c. Fainting
- d. Petechiae

569. A patient came in complaining of having a burning sensation while urinating. What chemical in the urine would confirm a suspicion that the patient has a urinary tract infection?

- a. Ketone
- b. Bilirubin
- c. Blood
- d. Nitrite

570. Surgical hand washing is performed in this way:

- a. By scrubbing for 4 minutes
- b. For 10 minutes using a sterile hand brush
- c. For 15 minutes with germicidal soap
- d. For a full 20 minutes

571. The transplant of animal tissue into a human:

- a. Isograft
- b. Heterograft
- c. Homograft
- d. Autograft

572. How do you know if the EKG machine is calibrated?

- a. It produces a calibration mark of 10 mm high.
- b. It produces a calibration mark of 10 mm wide.
- c. It produces a calibration mark of 15 mm high.
- d. It produces a calibration mark of 15 mm wide.

573. A medical assistant is performing ECG. Where should the V3 electrode be placed?

- a. 4th ICS left sterna border
- b. Midway between V2 and V4
- c. 5th intercostals space right sterna border
- d. Right bicep

574. What does lead I on the ECP strip represent?

- a. Represents the electricity from Right arm to Left Arm (RA-LA)
- b. Represents the electricity from Right arm to Left Leg (RA-LL)
- c. Represents the electricity from Left arm to Left Leg (LA-LL)
- d. Represents the electricity from Right Leg to Left Leg (R-LL)

575. How would you know that the ECG cable is the Right Arm (RA) cable based on its color?

- a. It is colored red
- b. It is colored black
- c. It is colored green
- d. It is colored white

576. How will you make sure that the electrodes will adhere to the skin of the patient?

- a. Open a brand new electrode package
- b. Warm your hands
- c. Apply alcohol to the placement sites
- d. Apply the cables before placing the electrodes on the skin of patient

577. If the patient is suspected to be color blind, which test should the medical assistant prepare the patient for?

- a. Snellen
- b. E chart
- c. Ishihara
- d. Jaeger

578. If the patient complains of blurry of vision, which of the following will the doctor use to determine visual acuity?

- a. Snellen
- b. E chart
- c. Landolt C
- d. All of the above

579. A 56 year old patient was seen in the clinic because of coughing with blood. An x-ray was done which showed a mass in the hilar area of the lungs. Which of the following will be the next step of the doctor?

- a. Thoracentesis
- b. Bronchoscopy
- c. Spirometry
- d. Thoracotomy

580. A 17 year old patient was brought to the office because of hematomas and bruises. The patient denies trauma and abuse. Which blood test will most likely be positive if it was a blood disorder?

- a. Hemoglobin
- b. Patial Thromboplastin time (PTT)
- c. Leukocyte count
- d. Hematocrit

581. A physician ordered a guaiac test for a patient who was complaining of abdominal pain. What is the indication for ordering such test?

- a. To screen colon cancer
- b. To screen lung cancer
- c. To screen breast cancer
- d. To screen prostate cancer

582. A diabetic patient denies that she is not compliant with her medications. Her blood sugar is elevated. What test should be done to determine the patient's average blood sugar for the past 3 months?

- a. Fasting blood sugar
- b. Random blood sugar
- c. Hemoglobin A1C
- d. Postprandial sugar

583. A 40 year old obese female was seen in the office because of a right upper quadrant pain. If gallbladder stones are suspected, which diagnostic test would most likely be requested for this patient?

- a. Abdominal x-ray
- b. Pyelogram
- c. Abdominal ultrasound
- d. Angiogram

584. The most accurate test to diagnose hypertension is through:

- a. Heart angiogram
- b. Heart echocardiogram
- c. ECG
- d. Sphygmomanometer and stethoscope

585. Cholesterol and LDL measurement is recommended for healthy patients at what age?

- a. 35 for men, 45 for women
- b. 35 for women, 45 for men
- c. 45 for men, 55 for women
- d. 45 for women, 55 for men

586. Which of the following is not a coronary heart disease (CHD) equivalent?

- a. Abdominal aortic aneurysm
- b. Diabetes
- c. Peripheral vascular disease
- d. Thrombophlebitis

587. If a woman asks at what age should she be screened by mammography for breast cancer, your answer should be?

- a. 30
- b. 35
- c. 40
- d. 50

588. When should the Meningococcal vaccine be administered?

- a. age 11
- b. at birth
- c. age 21
- d. age 40

589. If alcoholism is suspected in a patient, which of the following questions should be asked?

- a. Do you drink heavily?
- b. At what age did you start drinking?
- c. How much do you drink a day?
- d. Have you ever felt you should cut down on your drinking?

590. If a patient asks you how often is the Tetanus vaccine given, your answer should be:

- a. Every year
- b. Every 2 years
- c. Every 5 years
- d. Every 10 years

591. A chest x-ray is the best initial radiologic test for all forms of pulmonary problems. Which of the following is not a chest x-ray view?

- a. PA
- b. oblique
- c. cross sectional
- d. Decubitus

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 11 -Emergency Procedures and First Aid

592. A patient is describing a contusion of his arm over the telephone to you. Which of the following descriptions would closely describe a contusion?

- a. Blood collecting under the skin without a break in the skin.
- b. A clean cut that has broken the integrity of the skin.
- c. A jagged cut that has broken the integrity of the skin.
- d. A puncture which has pierced the top layers of the skin.

593. The elderly and very young:

- a. have increased susceptibility to infectious pathogens.
- b. are more sensitive to heat and cold.
- c. have a higher risk of falls.
- d. All of the above.

594. Which would be the first step when a patient passes out at the front desk?

- a. Call 911.
- b. Initiate CPR.
- c. Shake the patient and ask if he is ok.
- d. Check for a pulse.

595. Which of the following is considered a best practice when preparing the office for emergency situations?

- a. Document all training of employees on emergency situations.
- b. Require all employees to have current CPR certification.
- c. Have a current copy of all MSDS sheets for all chemicals used in the office.
- d. All of the above.

596. When performing CPR, at what rate should chest compressions be applied?

- a. 100 per minute
- b. 60 per minute
- c. As quickly as possible.
- d. 200 per minute

597. A patient presents to the office with a pencil that has completely penetrated the palm of her hand. Which of the following treatments would be BEST in this situation?

- a. Assist the doctor while she sedates the patient and removes the pencil from her hand.
- b. Have the patient gently pull the pencil out of her hand and assist the physician with stitches.
- c. Wrap a gauze wrap around the pencil, securing it as much as possible until the patient can get to a local emergency room.
- d. Tell the patient to go the local emergency room. With a doctor's order, give the patient some aspirin for the pain.

598. Which acronym would BEST describe the procedure for assessing a patient that appears unconscious?

- a. WBC
- b. QRS
- c. XYZ
- d. ABC

599. A patient is on the telephone stating that her son has just been stung by a bee. Which of the following recommendations is used when dealing with this emergency?

- a. Ask the mother if her son is known to be allergic to bees.
- b. Ask the mother to tell her son to remain calm and still to help slow the spread of venom.
- c. Tell the mother to remove the stinger by scraping at the stinger rather than trying to pull it out.
- d. All of the above are true.

600. Which of the following symptoms can occur with a heart attack?

- a. Cyanosis
- b. Syncope
- c. Ashen skin
- d. All of the above.

601. The most dangerous time of the day for sunburn is:

- a. between 10am and 2pm.
- b. the early morning hours.
- c. between 2pm and 4pm.
- d. As long as sunscreen is applied once before going into the sun, there is no danger.

602. The acronym FAST is used to help responders remember the steps to recognizing which of the following conditions?

- a. Onset of labor in a pregnant woman
- b. Stroke
- c. Heart attack
- d. Migraine

603. The Rule of Nines is used to:

- a. determine the amount of the body surface that has been burned.
- b. assess the level of oxygen saturation in a body that has been burned.
- c. determine the level of tissue damage that has occurred in a burn.
- d. None of the above.

604. First aid for frostbite includes:

- a. Running cold water over the affected area. Warm or hot water will shock the area and cause more tissue damage.
- b. Run warm water over the area to rewarm the affected area.
- c. Run hot water over the area to warm the area as quickly as possible.
- d. Cover the area with a blanket, using a heating pad if the blanket isn't warm enough.

605. A patient is having a grand mal seizure. Which of the following would be appropriate when performing first aid?

- a. Place a tongue depressor in the patient's mouth so he does not swallow his tongue.
- b. Restrain the patient in the event his thrashing movements cause him to harm himself.
- c. Move the patient to an open area where he will be less likely to harm himself while convulsing.
- d. Shake the patient until he becomes responsive.

606. You witness an automobile accident on the way to work. Which of the following would be an indication that a patient has experienced head trauma?

- a. bleeding from the rectum
- b. extreme hunger
- c. vomiting
- d. rapid pulse rate

607. Improper placement of the hands under the rib cage when performing the Heimlich maneuver could result in:

- a. damage to the manubrium of the sternum.
- b. damage to the coccyx.
- c. a broken xiphoid process.
- d. None of the above is possible, even with improper hand placement.

608. Which type of shock is related to low blood volume?

- a. Psychogenic
- b. Cardiogenic
- c. Anaphylactic
- d. Hemorrhagic

609. A common fracture found in children that exhibits a bending of the bone with a partial break is a:

- a. Compound fracture
- b. Comminuted fracture
- c. Greenstick fracture
- d. Colles' fracture

610. A patient reports that she was out in the sun for several hours the day before. She now has a burn that covers her back. The burn does not show signs of blistering, but is warm to the touch and very painful. It appears that the burn affects her epidermis. Which of the following is the most logical diagnosis?

- a. First degree burn
- b. Second degree burn
- c. Third degree burn
- d. Fourth degree burn

611. A patient is bleeding profusely from an injury near her wrist. Which of the following first aid procedures would be MOST appropriate?

- a. Place a tourniquet on her arm above the injury.
- b. Place pressure on her brachial artery.
- c. Place pressure on her radial nerve.
- d. Cover the bleeding area with wet towels.

612. Which of the following safety suggestions would apply to the use of the AED?

- a. Do not use on the chest area.
- b. Do not use in water.
- c. Do not use on females with documented heart conditions.
- d. None of the above are applicable to the AED.

613. Patients that are exhibiting signs of cyanosis will:

- a. show signs of hyperoxia.
- b. will have increased O₂ saturation.
- c. will have blood levels of CO₂ that are higher than O₂ levels.
- d. None of the above.

614. The medical term, "diaphoresis," means:

- a. Profuse vomiting
- b. Profuse sweating
- c. Gasping for air
- d. None of the above.

615. When would chest thrusts be performed in an emergency situation?

- a. When performing CPR to initiate cardiovascular circulation.
- b. When assessing responsiveness of an unconscious patient.
- c. When assisting a pregnant woman who is choking.
- d. None of the above examples indicate the need for chest thrusts.

- 616. When receiving CPR certification through the American Heart Association at the healthcare provider level, how often is recertification necessary?**
- a. Annually
 - b. Biannually
 - c. Every two years
 - d. Certification is a one-time training and the credential is good for the life of the certificant.
- 617. A 56 year old female complained of dizziness, weakness and diaphoresis. The patient is a known diabetic. You took the patient's blood sugar and it showed hypoglycemia. What is the next best step?**
- a. Give her Nitroglycerin
 - b. Give juice, candy or soda
 - c. Assess the patient's airway
 - d. Perform ECG
- 618. A patient was stung by a bee while on a camping trip. After 30 minutes, she complained of wheezing and hives. Most likely, the patient has:**
- a. Asthma
 - b. Shock
 - c. Anaphylaxis
 - d. Stroke
- 619. You found a patient lying on the ground. As a medical assistant, what is the first step to determine if the patient needs CPR?**
- a. Check chest compressions
 - b. Check the carotid pulse
 - c. Confirm if the patient is unconscious
 - d. Give mouth to mouth resuscitation
- 620. A patient was brought to the emergency room because of slurring of speech and weakness of the right arm. Six hours after, the patient feels normal. What is the condition of this patient?**
- a. Stroke
 - b. TIA
 - c. Myocardial infarction
 - d. subarachnoid hemorrhage

- 621. A patient presents with a rapid and weak pulse, shallow breathing, hypotension and cold and clammy skin from a gunshot wound. What is the condition of this patient?**
- a. Hemorrhage
 - b. Shock
 - c. Stroke
 - d. Heart attack
- 622. A 55 year old male patient presents with symptoms of diaphoresis and chest pain more than 30 minutes, not relieved by analgesics. What condition should be suspected in this patient?**
- a. Pneumonia
 - b. Stroke
 - c. Myocardial infarction
 - d. Pneumothorax
- 623. The doctor ordered the medical assistant to apply RICE to the patient with a sprain. Which of the following is not a RICE application?**
- a. Rest the injured part
 - b. Put ice on the affected areas
 - c. Conditioning
 - d. Elevate the affected area
- 624. A patient was brought to the clinic because of a burn on the right hand. The site has blistered red appearance with edema. What is the classification of the patient's burn?**
- a. Superficial
 - b. Partial thickness
 - c. Full thickness
 - d. 3rd degree
- 625. A 65 year old female was brought to the emergency room because of high fever, hypotension, tachypnea and cold, clammy skin. The patient has severe pneumonia. What type of shock does the patient have?**
- a. Septic shock
 - b. Neurogenic shock
 - c. Cardiogenic shock
 - d. Anaphylactic shock

626. A 28 year old man cut himself with a knife while slicing a rack of ribs. To control the patient's hemorrhage, the initial step is to:

- a. Apply a tourniquet below the site
- b. Immobilize the part
- c. Apply direct pressure
- d. Give topical antibiotic

627. If a patient is choking and cannot speak or breathe, what should be done?

- a. Give the patient water to push the obstruction
- b. Give chest compressions
- c. Do the Heimlich maneuver
- d. Begin CPR

628. If a patient complains of dizziness and is about to faint, what steps should be taken?

- a. Ask the patient stand and do light exercise
- b. Give the patient soda or sugary drink
- c. Sit the patient with the head lower than the heart
- d. Do chest compressions

629. Which of the following is not recommended when assessing emergency cases?

- a. Call 911
- b. Use the ABC method to assess the patient
- c. Move the patient and transfer to a chair or bed
- d. Look for alert tags

630. Which of the following medications is used for anaphylaxis?

- a. Adenosine
- b. Epinephrine
- c. Lasix
- d. Narcan

631. A 45 year old male was brought to the clinic because of chest pain. The patient has a history of hypertension and heart disease. Which medication should the patient take to relieve his chest pain?

- a. Nitroglycerin
- b. Adrenalin
- c. Insulin
- d. Advil

632. A 7 year old boy tripped and fell with an outstretch arm. This injury would most likely result in a _____.

- a. Colle's fracture
- b. Spiral fracture
- c. Greenstick fracture
- d. Rickets

633. A patient came in with a big piece of her skin and soft tissues still hanging like a flap. This wound injury is referred to as a _____.

- a. contusion
- b. laceration
- c. abrasion
- d. avulsion

634. A 7 year old girl falls while riding her bicycle. She complains of scratches and small cuts on her skin. What type of wound does she have?

- a. Avulsion
- b. Contusion
- c. Abrasion
- d. Laceration

635. A 20-year-old man is brought to the emergency department with confusion and severe thirst. He is a known diabetic. He mentions that he ran out of insulin 3 days ago. His blood sugar is elevated at 450 mg/dl, and his urinalysis showed ketones. What is the most likely diagnosis of the patient?

- a. Hypoglycemia
- b. Shock
- c. Diabetic Ketoacidosis
- d. Diabetes insipidus

636. A 21 year old patient came in complaining that he had been exposed to poison ivy. What initial step should be taken?

- a. Call 911
- b. Rinse the affected area immediately with copious amount of water
- c. Apply antibiotic cream right away
- d. Call poison center and ask for antidote

- 637. A new medical assistant was asked to check for the pulse of a 10 month old baby. What pulse site should the medical assistant use to check for the pulse of this baby?**
- a. Radial
 - b. Brachial
 - c. Carotid
 - d. Femoral
- 638. A 56 year old man was brought to the emergency room because of chest pain. An ECG was done and a heart attack was ruled out. Angiography was done and the results showed 40 percent block in his coronary arteries. This condition is called:**
- a. Myocardial infraction
 - b. Congestive heart failure
 - c. Myocardial ischemia
 - d. Cardiomegaly
- 639. A child was brought to the emergency room because of burns from boiling water. The patient's whole left leg was burnt. What is the estimated percentage according to the rule of nines?**
- a. 9 %
 - b. 18%
 - c. 1%
 - d. 14%
- 640. A 5 year old boy was brought to the clinic because he fell on his right arm, injuring his elbow. The radiologist described the fracture as one side of the bone being bent and the other side broken. What type of fracture is this?**
- a. Greenstick fracture
 - b. Comminuted fracture
 - c. Impacted fracture
 - d. Spiral fracture
- 641. A 23 year old soldier was brought to the emergency room because of massive bleeding from a gun-shot wound. In assessing this emergency patient, ABC refers to:**
- a. Application, Breathing, CPR
 - b. Airway, Bleeding, Compressions
 - c. Alert, Breathing, Cardiac
 - d. Airway, Breathing, Circulation

Section 12 - Pharmacology

642. Category A drugs include those that: (Choose the BEST answer.)

- a. can be safely taken during all three trimesters of pregnancy according to results from adequate and controlled animal and human studies.
- b. have been proven to be dangerous when taken during all three trimesters of pregnancy according to results from adequate and controlled animal and human studies.
- c. have a high potential for abuse.
- d. have a low potential for abuse.

643. Drug schedules:

- a. relate to controlled substances.
- b. are based on the potential for abuse.
- c. are scheduled in five categories with Schedule I being the most dangerous.
- d. All of the above.

644. If a doctor's order calls for the administration of 500 mg of medication, how many grams should be given?

- a. 500
- b. 50
- c. 0.5
- d. 5

645. Which of the following medications would be given to treat vomiting?

- a. Simvastatin
- b. Acetaminophen
- c. Lisinopril
- d. Promethazine

646. A patient has been diagnosed with an irregular heartbeat. Which of the following medications would be prescribed to treat this condition?

- a. Antiarrhythmic
- b. Antipsychotic
- c. Cathartic
- d. Antiseptic

647. Which of the following drugs would be used to treat GERD?

- a. Claritin
- b. Nexium
- c. Nuprin
- d. Celebrex

648. Of the following medications, which is not used to treat depression?

- a. sertraline hydrochloride
- b. paroxetine hydrochloride
- c. Citalopram
- d. Nifedipine

649. Which of the following formulas would correctly solve a dosage calculation problem?

- a. $(\text{Ordered dosage} / \text{Dosage On hand}) * \text{Amount of Drug} = \text{Dosage to be given}$
- b. $(\text{Dosage on hand} / \text{Ordered dosage}) * \text{Amount of Drug} = \text{Dosage to be given}$
- c. $(\text{Amount of Drug} / \text{Ordered dosage}) * \text{Dosage on hand} = \text{Dosage to be given}$
- d. None of the above are correct.

650. Which of the following agencies would be responsible for monitoring the use of controlled substances?

- a. CDC
- b. DEA
- c. AMA
- d. FDA

651. A medical assistant is going to give a subcutaneous injection. Which of the following is TRUE concerning this procedure?

- a. No more than 2 ml of medication should be injected using the subq method.
- b. The angle of the needle should be 90 degrees.
- c. The injection can be given in the antecubital space.
- d. The needle length should be greater than one inch.

652. Complete the following analogy: The smaller the lumen of a needle,

- a. the larger the opening of the needle.
- b. the larger the gauge of the needle.
- c. the more pain that is produced from the injection.
- d. the more medication that can be administered at once.

653. A doctor's order is written to give a patient a medication using a non-parenteral route. Which of the following is a non-parenteral route of medication administration?

- a. Rectal Suppository
- b. Intracardiac
- c. IV drip
- d. IM injection

654. A patient is morbidly obese. Which of the following needles would be best to give an IM injection in the deltoid?

- a. 25 gauge 5/8 inch
- b. 27 gauge 1/2 inch
- c. 21 gauge needle 1 1/2 inches
- d. 16 gauge needle 3 inch

655. When giving an injection of insulin, which of the following is TRUE?

- a. The deltoid muscle is the preferred injection site for insulin.
- b. The angle of the needle should be 90 degrees.
- c. The site should not be massaged after medication administration.
- d. All of the above are true.

656. When giving a patient eye drops,

- a. the proper medical term for this procedure is, "Instillation."
- b. Pull the lower eye lid down and place the drops in the conjunctival space.
- c. Allow the patient to blink a few times after administration to help distribute the medication.
- d. All of the above.

657. Buccal administration of medications:

- a. should be done under the tongue.
- b. are done to allow controlled dosing through the mucosa.
- c. are best to use in small children.
- d. All of the above.

658. ID injections are used for which of the following procedures?

- a. Allergy testing
- b. TB testing
- c. Drug sensitivity testing
- d. All of the above.

659. A medical assistant is applying a transdermal patch. Which of the following procedures should the MA use and why? (Choose the BEST answer.)

- a. The MA should use gloves to protect herself from getting the medication on her hands when applying the patch.
- b. The MA should tell the patient to change the patch as many times as necessary if it appears to be falling off.
- c. The MA should place the patch in an area that the patient cannot reach to avoid the temptation for the patient to pick at the patch and have it fall off.
- d. The MA should instruct the patient to contact the office each time the patch is changes.

660. A doctor orders 50 mg of a medication. The available dose is 5 mg/2 ml. How much medication should be given to the patient?

- a. 20 mg
- b. 5 ml
- c. 20 ml
- d. 10 ml

661. Clark's Rule:

- a. is based on BSA.
- b. uses the child's weight and height.
- c. uses a nomogram.
- d. uses a child's weight and assumes the child's weight and height are in proportion.

662. This is the part of the prescription form that indicates the names and quantities of ingredients to be included in the medication.

- a. Inscription
- b. Superscription
- c. Subscription
- d. Rx

663. To ensure that verbal orders for medications are recorded accurately,

- a. the medical assistant should read the order back to the physician.
- b. the medical assistant should ask for clarification on any misunderstood information.
- c. the medical assistant should write down the order exactly as written.
- d. All of the above.

664. If a medication order states that 300 mg of medication are to be given q.i.d. for 10 days, how many total milligrams of medication will be given over those 10 days?

- a. 3000 mg
- b. 9000 mg
- c. 12000 mg
- d. None of the above.

665. A doctor orders 500 mg of medication. Available in stock are one gram tablets. How many tablets should be given to the patient?

- a. One
- b. Two
- c. One half
- d. Three quarters

666. To most accurately measure medication,

- a. Use a syringe that is closest in volume to the amount of medication needed.
- b. Read oral medication volume that is poured into a small measuring cup at eye level.
- c. Double check the order for accuracy.
- d. All of the above.

667. The form of a drug when a drug is sweetened and flavored but is thinner than syrup:

- a. elixir
- b. liniment
- c. spirits
- d. tincture

668. The study of harmful substances or “poisons” is classified as:

- a. Pharmacodynamics
- b. Pharmacopoinology
- c. Toxicology
- d. Pharmacotherapeutics

669. When a drug is used externally with massage to produce the feeling of heat to the area, the form of drug is:

- a. liniment
- b. elixir
- c. lotion
- d. solution

670. The classification of drugs that prevent or stop the patient from further bleeding are:

- a. anticoagulants
- b. diuretics
- c. hemostatics
- d. antiarrhythmics

671. Which of the following is NOT included in the 6 rights of drug administration?

- a. right dose
- b. right time
- c. right route
- d. right doctor

672. How a drug is processed and cleared in the body is referred to as:

- a. metabolism
- b. antagonism
- c. distribution
- d. synergism

673. The prefix “centi” means:

- a. one hundredth of a unit
- b. one thousandth of a unit
- c. one millionth of a unit
- d. one tenth of a unit

674. The part of the prescription that tells you if the drug can be replaced by the pharmacist:

- a. Repetatur
- b. Dispense As Written (D.A.W.)
- c. Subscription
- d. Signature

675. This injection technique or route of administration is performed at an angle of 90 degrees:

- a. subcutaneous injection
- b. intravenous injection
- c. intramuscular injection
- d. intradermal injection

676. If the medication is supposed to be given q6, how many times will you give the medication to the patient in a day?

- a. 4
- b. 5
- c. 3
- d. 6

677. The prescription signature: “ss tab TID x 14 d” means:

- a. 1/2 tablet three times a day for 14 days
- b. 1/2 tablet every 3 hours for 14 days
- c. 1/2 tablet every 6 hours for 14 days
- d. 1/2 tablet four times a day for 14 days

678. This injection or route of administration is usually given during PPD:

- a. subcutaneous injection
- b. intravenous injection
- c. Intramuscular injection
- d. intradermal injection

679. The part of the prescription that gives the refill information:

- a. Inscription
- b. D.A.W.
- c. Signature
- d. Repetatur

680. The abbreviation "s.o.s" means:

- a. At night
- b. Immediately
- c. If necessary
- d. By mouth

681. What abbreviation means "drops"?

- a. s.c.
- b. p.c.
- c. h.s.
- d. gtt

682. A physician's prescription ordered 120 mg per day of a medication for a patient. The patient is to take one-half the dose in the morning and one-half in the evening. The medication comes only in 30mg tablets. How many tablets will the patient take combined in one day?

- a. 6
- b. 8
- c. 4
- d. 2

683. Used therapeutically, certain medications reduce anxiety in certain stress disorders, relieve insomnia and aid in pain relief. Which of these would not?

- a. Depressants
- b. Barbiturates
- c. Tranquilizers
- d. Hallucinogens

684. Medication, when applied to a patch that is affixed to the patient's skin, is called:

- a. Buccal
- b. Transdermal
- c. Topical ointment
- d. Mantoux test

685. What is another name for a prefilled syringe?

- a. Flange
- b. Insulin syringe
- c. Tuberculin syringe
- d. Cartridge

686. To calculate doses, what is the pediatric method for calculation based on infants younger than 2 years old?

- a. Clark's Rule
- b. Nomogram
- c. Fried's Rule
- d. Young's Rule

687. Before you prepare any medication to be administered to a patient, you should:

- a. Ask the patient how he or she would like to receive the medication
- b. Ask if the patient is allergic to any medication
- c. Ascertain the patient's comfort level and ability to receive medication
- d. Check the medication three times before administering it

688. Your patient has been placed on two different medications. Your patient is not improving and the physician discovered that one drug decreased the effect of the other. What is this drug interaction called?

- a. Potentiation
- b. Antagonism
- c. Side effect
- d. Pharmacokinetics

689. The study of drug action as it moves in the body:

- a. Pharmacodynamics
- b. Pharmacokinetics
- c. Pharmacology
- d. Cumulative effect

690. Which of the following is a prophylactic drug?

- a. Corticosteroids
- b. Compazine
- c. Amoxicillin
- d. Hepatitis B vaccine

691. Your patient is displaying signs and symptoms of chronic anxiety. Which type of drug might be appropriate?

- a. Diazepam
- b. Ritalin
- c. Testosterone
- d. Amoxicillin

692. Some drugs come from a plant source. An example of one of these drugs would be:

- a. Humulin
- b. NSAIDS
- c. Demerol
- d. Codeine

693. In terms of the administration of medication, what does “contraindication” mean?

- a. A condition in which a drug should never be used
- b. The interaction between two drugs that work together
- c. Anaphylaxis
- d. Cumulative effect

694. Any refrigerator or freezer used for vaccine storage must:

- a. Be a special unit inspected by the National Vaccine Center every year
- b. Be located in a locked room with no heater vents
- c. Be dedicated to the storage of only vaccines and medications
- d. Ensure the maintenance of the cold chain

695. A 5 year old boy has ear infection. He has fever and otalgia. To address his fever, the recommended medication is:

- a. Antibiotic
- b. Antipyretic
- c. Anesthetic
- d. Anti-anginal

696. The nurse is contemplating if she would request an oral medication or parenteral medication from the physician. What is a disadvantage of the oral route?

- a. It is easily taken by the patient.
- b. It is not the fastest absorption route into the blood stream.
- c. It is considered safest because medications can be retrieved easily than other routes.
- d. It does not require special devices or equipment.

697. Some medications have special coating to protect them from the acidity of the stomach and that allows them to pass the small intestines for absorption. This is referred to as:

- a. Slow-release coated medications
- b. Double-coated medications
- c. Enteric-coated medications
- d. Rapid-response medications

698. A lotion is an example of what type of drug administration?

- a. Parenteral
- b. Intradermal
- c. Topical
- d. Enteral

699. A patient was diagnosed with pneumonia, and is coughing continuously. The doctor advised the patient to take Robitussin. What is the classification of Robitussin?

- a. Antitussive
- b. Anti-inflammatory
- c. Antibiotic
- d. Analgesic

700. The mother of an 8 year old gave her son Calamine lotion because he was complaining of itchiness. This medication is classified as a(n):

- a. Adrenergic
- b. Antiemetic
- c. Analgesic
- d. Antipruritic

701. What is the recommended immunization for a baby who was just born?

- a. Hepatitis B
- b. Flu shot
- c. Measles
- d. Pertussis

702. The vaccine DTaP refers to:

- a. Diphtheria, Tuberculosis, Pertussis vaccine
- b. Diabetes, Tetanus, Pneumonia
- c. Diphtheria, Tetanus, Pertussis vaccine
- d. Diabetes, Tuberculosis, Pneumonia vaccine

703. The physician wrote on the prescription "Take Penicillin 1 tablet qid." The abbreviation "qid" means:

- a. Two times a day
- b. Three times a day
- c. Four times a day
- d. Orally

704. The pharmacist should look for which number on the prescription to determine if the prescriber is licensed to prescribe controlled substances?

- a. DEA number
- b. Medical license number
- c. Prescription number
- d. PRE number

705. A 52 year old male is requesting a medication for his erectile dysfunction. Which medications would most likely be prescribe by a physician?

- a. Sildenafil
- b. Gabepentin
- c. Azithromycin
- d. Simvastatin

706. Drugs of abuse such as Heroin, and Cocaine are classified under what drug schedule?

- a. Schedule I
- b. Schedule II
- c. Schedule III
- d. Schedule IV

707. A patient was rushed to the hospital because of severe high blood pressure. Which route of drug administration is recommended so that the medication given is instantaneous and complete?

- a. Intradermal
- b. Intravenous
- c. Intramuscular
- d. Intraarterial

708. What drug is contraindicated if the patient has a bleeding disorder?

- a. Anticoagulants
- b. Diuretics
- c. Anticonvulsants
- d. Antihypertensives

709. The generic drug flouxetine is also known as Prozac. It is indicated for which disorder?

- a. Erectile dysfunction
- b. Diabetes
- c. Schizophrenia
- d. Depression

710. Which of the following is not a recommended site for IM injections?

- a. Deltoid
- b. Abdomen
- c. Vastus lateralis
- d. Gluteus Maximus

711. The route of medication administration that goes to the fatty layer is:

- a. Intramuscular
- b. Subcutaneous
- c. Intradermal
- d. Intralipoid

712. The generic name of both Advil and Motrin is:

- a. Acetaminophen
- b. Naproxen
- c. Ibuprofen
- d. Amoxicillin

713. A patient was diagnosed with high cholesterol during blood testing. Which of the following drugs is recommended for his condition?

- a. Prednisone
- b. Xanax
- c. Ambien
- d. Lipitor

714. A 28 year old complains of insomnia after breaking up with her boyfriend of 10 years. She requested a sleeping pill. Which of the following is recommended for her?

- a. Nexium
- b. Amoxil
- c. Ambien
- d. Allegra

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 13 – Pathophysiology and Nutrition

715. Patients with irritable bowel syndrome will experience which of the following symptoms?

- a. Diarrhea
- b. Flatulence
- c. Constipation
- d. Patients can experience a variety of symptoms that can include all of the above.

716. Diabetic patients are monitored by using which of the following tests?

- a. KUB
- b. Troponin
- c. Fe++
- d. HbA1C

717. Patients diagnosed with hypertension are given a medication called hydrochlorothiazide. How does this medication work to treat hypertension?

- a. It reduces the amount of red blood cells in the bone marrow.
- b. It allows muscles to contract more forcefully.
- c. It increases urination.
- d. None of the above.

718. Psoriasis:

- a. may be treated with phenytoin.
- b. is a skin condition involving flaky or oozing patches of skin.
- c. is most commonly found on the backs of the legs.
- d. None of the above.

719. Patients who have anxiety:

- a. are treated episodically.
- b. are treated prophylactically.
- c. may be treated with citalopram.
- d. All of the above.

720. Skin nodules, such as nevi:

- a. may become malignant.
- b. should be seen by a physician, even if not suspicious.
- c. are graded using an acronym, "ABCDE."
- d. All of the above.

721. Strep throat:

- a. is not contagious.
- b. can lead to rheumatic fever.
- c. is caused by the bacteria *Streptobacillus pyogenes*.
- d. All of the above.

722. Patients with epistaxis:

- a. should tilt the head forward, not backward.
- b. should be taken to the emergency room regardless of the severity.
- c. should be treated with aspirin therapy to reduce the severity.
- d. All of the above.

723. A patient with a verruca (Choose the BEST answer.)

- a. is infected with the HCV virus.
- b. can be treated with an OTC medication.
- c. is not contagious.
- d. None of the above.

724. Aspirin:

- a. can be safely given to infants and children.
- b. is taken by patients daily in high dose form to prevent heart attacks.
- c. has a side effect of being an anticoagulant.
- d. All of the above.

725. Cystic fibrosis is a(n):

- a. autoimmune disease.
- b. condition that can be tested by monitoring the chloride levels of the patient's sweat.
- c. disease that can be cured with medications and intensive therapy.
- d. All of the above.

726. Patients with HIV :

- a. also have AIDS.
- b. can spread the disease by casual contact.
- c. have engaged in homosexual activity at some point in their lives.
- d. can live for many years by taking antiviral medications and practicing a healthy lifestyle.

727. To treat a cold:

- a. see a doctor for an antibiotic prescription.
- b. use palliative treatment options.
- c. take in many more calories than usual as in, "Feed a cold; starve a fever."
- d. All of the above.

728. The procedure used to remove the gall bladder is called:

- a. Cholecystectomy
- b. Cholelithiasis
- c. Colectomy

- d. Cystorrhaphy

729. Although not present with all migraines, which of the following is a symptom of migraine?

- a. Increased sensitivity to light, sound, and/or smell.
- b. Aura
- c. Nausea with or without vomiting
- d. All of the above.

730. Testing for preeclampsia is done:

- a. on toddlers who have seizures.
- b. on the elderly with syncope.
- c. on preteens with epistaxis.
- d. on pregnant women.

731. Patients with pancytopenia:

- a. have an increased risk of hemorrhage.
- b. have an increased risk of developing infection.
- c. may be anemic.
- d. All of the above.

732. A patient presents to the office with chief complaint of RLQ pain. Which of the following pathologies would be MOST likely possible?

- a. Appendicitis
- b. Gall stones
- c. Splenomegaly
- d. Pancreatitis

733. Patients who have diets deficient in calcium will have which of the following symptoms?

- a. Bruising
- b. Osteopenia
- c. Kyphosis
- d. All of the above.

734. The most commonly abused drug in children under 18 is:

- a. Alcohol
- b. Marijuana
- c. Crack
- d. Cocaine

735. A 17 year old patient was brought to the clinic because of bruises and hematoma. There was no history of trauma, accident or injury. The patient's history is positive for blood disease. If the patient has a vitamin deficiency related to the blood, in which vitamin is she deficient?

- a. Vitamin A
- b. Vitamin E
- c. Vitamin K
- d. Vitamin B

736. Which diet helps in preventing constipation?

- a. High fiber
- b. Low residue
- c. Low fiber
- d. Bland

737. Scurvy is caused by what vitamin deficiency:

- a. Vitamin K
- b. Vitamin A
- c. Vitamin D
- d. Vitamin C

738. This vitamin helps the skin, nails, hair and sharpens the vision:

- a. Iron
- b. Folic acid
- c. Vitamin A
- d. Vitamin E

739. The substance in the body that is needed for energy:

- a. Protein
- b. Fat
- c. Carbohydrate
- d. Minerals

740. If the patient's BMI is 27, what would be the classification of the patient?

- a. Overweight
- b. Underweight
- c. Normal weight
- d. Obese

741. What vitamin deficiency will lead to night blindness?

- a. Vitamin B1
- b. Vitamin A
- c. Vitamin D
- d. Vitamin C

742. Osteomalacia is caused by a deficiency of:

- a. Vitamin B1
- b. Vitamin A
- c. Vitamin D
- d. Vitamin C

743. Mrs. Nagal is 6 weeks pregnant. She has a family history of congenital birth defects. She is concerned about neurological diseases during pregnancy. Which vitamin is used in pregnancy to prevent her baby from having Spina Bifida?

- a. Folic acid
- b. Iron
- c. Ascorbic acid
- d. Magnesium

744. A 42 year old male came to the clinic complaining of twitching of the muscles. Sometimes the patient involuntary jerks for no reason. He said he started experiencing the twitches after he started water therapy and started to urinate frequently. Which mineral most likely is the culprit for his twitching?

- a. Manganese
- b. Magnesium
- c. Copper
- d. Zinc

745. An early childhood disease caused by deficiency in calcium, vitamin D, and phosphate:

- a. Hallux valgus
- b. Osteomalacia
- c. Rickets
- d. Kyphosis

746. What is the most common cause of hepatitis?

- a. Syphilis
- b. Drugs
- c. The human immunodeficiency virus
- d. Viruses

747. Mr. Phillips comes to your clinic with his 4-year-old son. The child has been telling his parents that his ears hurt and he has not felt well for a few days. What is most likely to be his diagnosis?

- a. Otitis externa
- b. Ishihara disease
- c. Tinnitus
- d. Otitis media

748. Mr. Martinez is a 75-year-old male patient who has been diagnosed with hardening of the arteries. What term will the physician use in the documentation?

- a. Arteriosclerosis
- b. Aneurysm
- c. Varicose veins
- d. Atherosclerosis

749. A 47-year-old chronic alcoholic male was admitted because he is not oriented to time and place. He also has memory loss, unsteady gait and numbness. Which vitamin is most likely the culprit?

- a. Vitamin A
- b. Vitamin D
- c. Vitamin B1
- d. Vitamin K

750. A 25 year old vegan patient was brought to the clinic because of fatigue. The patient was diagnosed with anemia. Which of the following vitamin deficiencies can cause this disease?

- a. Vitamin B1
- b. Vitamin B6
- c. Vitamin B12
- d. Vitamin B3

751. A patient complained of chest pain, diaphoresis and anxiety. The patient was diagnosed with Coronary Artery Disease. The lipid that is most likely linked to it is:

- a. LDL
- b. HDL
- c. Polyunsaturated fats
- d. Triglycerides

752. A patient was brought to the emergency room because of sudden sharp pain and swelling of the big toe. The patient has a history of gout. What is the recommended diet for this patient?

- a. Low salt
- b. Low sugar
- c. Less meat
- d. High fiber

753. A patient was complaining of weakness, fatigue, constipation and muscle cramping. Blood tests reveal hypokalemia. What is the treatment for this condition?

- a. Iron
- b. Calcium
- c. Potassium
- d. Transfusion

754. As food goes down through the digestive tract, nutrients are transferred to the blood stream. This process is referred as:

- a. Digestion
- b. Ingestion
- c. Metabolism
- d. Absorption

755. If the patient ingested 10 grams of fat, how much calories did he actually eat?

- a. 40
- b. 70
- c. 80
- d. 90

756. Which of the following is a fat soluble vitamin?

- a. Cyanocobalamin
- b. Niacin
- c. Retinoic acid
- d. Folic acid

757. The nutrient that builds and repairs body tissues:

- a. Glucose
- b. Vitamins
- c. Proteins
- d. Minerals

758. Which of the following is not considered a mineral?

- a. Iodine
- b. Riboflavin
- c. Magnesium
- d. Zinc

Medical Assistant Practice Exam

Answers with Explanations

1. a - Afferent nerves carry sensory signals to the brain. Efferent nerves carry motor signals from the brain.
2. b - Basophilia is an increased number of basophils in the peripheral blood. Basophilia is found in certain blood disorders such as leukemia and also in some types of allergic reactions.
3. d - The basic unit of life is the cell. Cells are made up of atoms, molecules, and chemical structures, however, these items are not considered life forms.
4. c - A person standing in anatomical position is standing with his feet side by side, palms of the hands facing forward from arms that are straight and slightly away from the sides.
5. b - The dorsal side of the body is on the back or posterior. When the back is lying on the table, the patient is facing up toward the ceiling.
6. c - The median plane, also known as the sagittal plane, divides the body into right and left sides. The frontal, or coronal plane, divides the body into front and back. The transverse plane divides the body into superior and inferior sections.
7. a - Abduction means to move away from the midline. Adduction means to add to the midline, or bring it closer.
8. a - The meaning, "Pain," can be derived from the following word parts: dys-, -algia, and -dynia.
9. d - Bordatella pertussis is the causative bacteria for the disease state of Whooping Cough. Meningitis can be caused by bacteria, but is not caused by the B. pertussis bacteria. German Measles and RSV are both caused by viruses.
10. b - Sebum is a fluid that is secreted by glands in the skin called sebaceous glands. Sebum lubricates the skin to help maintain its integrity.
11. d - Alopecia is a medical term meaning hair loss.
12. c - Vesicles is the medical term for blisters. A second degree sunburn could blister, forming vesicles over the affected area.
13. b - Greenstick fractures are commonly found in children. Sudden impact of a bone could lead to the bone bending and partially breaking, such as what is seen when a green stick from a tree is bent in half.
14. b - Anisocytosis is a term meaning variation in size. Patients with anisocytosis will have red

blood cells that vary in size. Poikilocytosis is a term meaning variation in shape of the red blood cells. Both are commonly found in blood diseases.

15. c - The three smallest bones in the body are located in the inner ear and include the malleus, incus and stapes.
16. d - A colposcopy procedure is done to view the vagina and cervix. The only preparation that is necessary is to wash the external genitals with soap and water the morning before the procedure.
17. a - The term, "retroperitoneal," means to be placed behind the peritoneum. The kidneys are located in this area.
18. a - The hypothalamus is the heat-regulating center of the brain. It also has control over the pituitary glands, which is the master endocrine gland.
19. b - Bell's Palsy has symptoms similar to stroke, but is caused by a malfunction of the Facial nerve, which is cranial nerve VII.
20. d - Glaucoma is a condition that is caused by increased intraocular pressure in the eye. If not treated, glaucoma can lead to blindness.
21. a - The septum is located in the middle of the heart and separates the right and left sides. Cells of the cardiac conduction system can also be found in this structure.
22. d - The Greater Trochanter is found on the lateral aspect of the proximal femur and is a bony process that is large. This process forms the attachment site for many muscle of the legs.
23. d - The Atlas and the Axis are the first two cervical vertebrae and are designated C1 and C2. The Atlas (C1) forms support for the skull and the Axis (C2) allows for rotation of the skull.
24. a - The Lymphatic System functions both for protection from foreign invaders and for fluid balance. In addition to the spleen, the Lymphatic System also includes the tonsils, thymus, lymph nodes, and lymph vessels.
25. d - The duodenum is the first part of the small intestine where the majority of digestion takes place in the gut. The gall bladder and pancreas will deliver its digestive juices to this section of the small intestine. The pancreas will deliver amylase and lipase while the gall bladder will deliver bile.
26. b - The pineal gland, located in the brain, secretes melatonin. This hormone is known to regulate the sleep/ wake cycle in response to exposure to light.
27. d - The abbreviation "prn" is used to indicate, "as needed." It is commonly found on prescription sheets that are used to fill a medication order for pain medications.

28. a - Mycotic infections are caused by fungi. To appropriately treat this condition, an antifungal medication would be needed.
29. c - The epiglottis is a flap of tissue that covers the windpipe upon swallowing to protect the Respiratory System from becoming blocked by food or liquid products.
30. d - The axilla is the area of the armpit located under the arms, proximal to the trunk.
31. a - Prefixes are word parts that precede medical roots. Prefixes give terms a more exact meaning and help to better define a term. Suffixes are found at the end of terms; while combining vowels are used to join word parts. A combining consonant is a nonsense term that is not used in medical terminology.
32. c - The lateral malleolus is located on the lower extremity at the distal end of the fibula, also known as the external malleolus. The shape is of a pyramidal form and somewhat flattened from side to side and is the attachment site for the calcaneofibular ligament. The lateral malleolus descends to a lower level than the medial malleolus and the lateral malleolus is often the site of ankle injuries and fractures.
33. d - The letter "O" is the most commonly used vowel to join word parts in medical terms. The vowel, "I" is the second most commonly used vowel.
34. c - The proper spelling of the word is, "Coccyx." The other terms are spelled correctly.
35. c - Gastropexy is a medical term meaning, "to surgically fix the stomach in place." The similarly spelled, "gastroplasty," is a surgical reconstruction of the abdomen.
36. a - The abbreviation meaning before meals is ac. PRN means as needed. QID is 4 times a day. QH means hours sleep or take at bedtime.
37. b - The sigmoid colon is located in the descending colon. A special scope is inserted into the rectum and takes video and still images of the lining of the large intestine. An Upper GI is used to take still photos and video of the esophagus and stomach. A KUB is a radiography procedure looking specifically at the kidneys, ureters, and bladder. A Cardiac Catheterization is a procedure where a thin instrument is placed through the femoral artery and threaded up the vasculature to the heart where procedures can then be performed.
38. c - The mitral valve is also known as the bicuspid valve and can be found on the left side of the heart. The bicuspid valve is located between the left atrium and the left ventricle.
39. a - The word part, "-globin," means, "protein." Hemoglobin is a medical term meaning, "blood protein."
40. b - Patients with hyperglycemia have a high concentration of glucose in the bloodstream. Most likely the patient will also be diagnosed with diabetes, commonly referred to in laymen's terms as, "The sugar."

41. b - Myelo is the root word for bone marrow. It is also the root word for the spinal cord.
42. d - The part of the stomach that is connected to the stomach is the cardia. The fundus is the expanded portion; the body is the bulk of the stomach, and the pylorus is at the bottom end of the stomach.
43. c - Cardiomyopathy refers to disease of the heart muscle. Cardi/o refers to the heart. My/o refers to muscle and -pathy refers to a disease condition.
44. a - A majority of ectopic pregnancies occur in the fallopian tube. Pregnancy should take place only in the uterus. Ectopic pregnancy refers to conception outside the uterus.
45. c - Lapar/o is the root word of abdomen. The root word for chest is thorac/o, skull is crani/o, and neck is cervic/o.
46. b - The cross-sectional plane is also referred to as transverse plane. The frontal plane is referred as the coronal plane and the sagittal plane is referred to as the lateral plane.
47. c - The suffix "-stomy" means to create an opening. The suffix "-ectomy" means excision or to remove, -tomy means to cut, and -logy means study of.
48. b - Scoliosis is a lateral curvature of the spine. Spina bifida is a birth defect that involves the incomplete development of the spinal cord or its covering. Osteomyelitis is infection of the bone and osteomalacia is deficiency of calcium.
49. a - Infra is the prefix that refers to below or under. Ante- refers to before, contra refers to opposite, and retro refers to behind.
50. c - The valves on the right side of the heart are: Tricuspid and Pulmonic valves. The valves on the left side of the heart are: Mitral and Aortic valves.
51. c - Ischemia came from the root word isch/o and suffix -emia. Isch/o means reduced flow and -emia means blood condition. Ischemia is a reduction of blood flow to the tissues.
52. b - Cranial nerve 11 is referred to as the spinal accessory nerve which supplies information about spinal cord, trapezius and other surrounding muscles. It also provides muscle movement of the shoulders and surrounding neck.
53. c - Bradypnea is the term for slow breathing. Brady refers to slow and -pnea refers to breathing.
54. b - The urinary bladder is located in the pelvic cavity, not in the abdominal cavity. It serves as a reservoir of urine. It is also muscular and hollow so it can expand and expel urine.
55. d - Colonoscopy is the procedure to detect cancer in the large intestine. Colon refers to the large intestine and -scopy refers to visually examine.

56. b - Cardiac muscle is both striated and involuntary muscle tissues. Skeletal muscles are both striated and voluntary, and internal organs are composed of smooth and involuntary muscles.
57. a - The correct spelling for the suffix meaning “discharge or flow” is –rrhea. All the other choices are spelled incorrectly.
58. c - The left side of the heart pumps does not pump blood to the lungs for oxygenation. It pumps oxygenated blood to the rest of the organs. The right side of the heart pumps blood to the lung for oxygenation.
59. b - Amenorrhea is the term for missed menstruation. The prefix “a”- refers to without, meno refers to menstruation and –rrhea refers to flow.
60. c - The cerebellum controls fine motor skills, balance and coordination. The rest of the choices are not involved in coordination and fine motor skills.
61. a - Onychomycosis is fungal infection of the nail. Onycho is the root word for nail, myco is the term for fungus and -osis is the suffix for abnormal condition.
62. d - The medulla oblongata is the control center for involuntary respiration. When carbon dioxide builds up in the blood a message is sent to the medulla. This will trigger an involuntary respiration.
63. c - A urologist is a physician with specialized training in the urinary system of both males and females, but also has specialized training of the male reproductive system.
64. b - Basophil releases histamine; these are active in allergic reactions.
65. b - Correct blood typing is important not only for blood transfusion, but also for identifying women who could put their infants at risk for hemolytic disease of the newborn (HDN). This is also called erythroblastosis fetalis.
66. d - Jejunum is the middle section of the small intestine. The small intestine has three sections. The first section is the duodenum; the second section is the jejunum and the third section is the ileum.
67. b - Some substances need to move from a place of higher concentration to a place of lower concentration, but cannot flow through a membrane. These substances need assistance known as “facilitation”. An example would be glucose, as glucose molecules cannot cross a cell membrane.
68. d - Lactic acid builds up in the muscle when glycolysis occurs without oxygen. During strenuous exercise, ATP production cannot always keep up with demand. Oxygen is used faster than it can be delivered to the cells, but the muscles still need to function even when all the oxygen stores are gone.

69. c - Isotonic contractions cause the muscles to shorten to create movement. Some examples of this would be swimming, running and lifting weights. This type of exercise also improves the tone, size, strength and endurance of muscles.
70. d - Epididymis is the coiled tubule that sits on top of each testis. The epididymis is a temporary storage area for sperm.
71. b - Although the urethra is the tube through which semen and urine leave the male body, both never pass at the same time. When ejaculation occurs, the internal sphincter of the urinary bladder constricts so urine cannot leave the bladder and semen cannot enter.
72. a - Amniotic fluid contains fetal cells. Amniocentesis is a procedure in which a needle is inserted into the amnion, and a small amount of amniotic fluid is withdrawn. This fluid contains fetal cells that can be examined for genetic abnormalities.
73. b -- Dilation occurs when the uterus contracts and the cervix opens. Birth, also called delivery, is initiated by the secretion of the hormone oxytocin which stimulates uterine contractions and causes a thinning and widening of the cervix. When the cervix dilates to 10 cm, the fetus can move into the birth canal or vagina.
74. a - The outer ear contains the auricle, external auditory canal and tympanic membrane. The middle ear contains the malleus, incus, stapes and the oval window. The inner ear contains the semicircular canals, cochlea, Organ of Corti (hair cells), and the vestibulocochlear nerve.
75. c - Orthopnea refers to difficulty of breathing or shortness of breath when lying flat. It came from the root word "orth/o" which refers to straight or lying flat, and the suffix "pnea" which refers to breathing.
76. c - LRQ is not one of the four quadrants of the abdomen. The four quadrants are: RUQ, LUQ, RLQ and LLQ.
77. b - The term for chest pain originating from a heart condition is angina. Angina is a type of chest pain caused by reduced blood flow to the heart muscle.
78. a - The radial artery is the most common pulse site to determine the patient's pulse rate. The carotid artery is used for CPR. The brachial artery is used for blood pressure determination and femoral artery is used to check lower limb circulation.
79. d - Hematemesis is the term for vomiting of blood. The suffix "-emesis" refers to vomiting, and the root word "hemat/o" refers to blood.
80. d - Gastric is not one of the nine regions of the abdomen. The nine regions are: epigastric, umbilical, hypogastric, right and left hypochondriac, right and left lumbar, and right and left iliac.

81. c - The suffix “-centesis” is a procedure that removes fluid from a body part. The procedure in the above case is an arthrocentesis of the right knee.
82. a - Fracture of the calcaneus is a fracture of the heel bone. Calcaneus is the largest of the tarsal bones, and the largest bone of the foot.
83. b - The ureter is a tube that connects the kidney to the urinary bladder. The function of the ureter is to transport the urine from the kidney to be stored in the bladder.
84. b - The zygomaticus muscle is referred to as the smiling muscle. It is a muscle of facial expression which pulls the angle of the mouth superiorly and posteriorly.
85. a - Hemostasis is the stoppage of bleeding. Applying a gauze pad is the practical application of hemostasis in drawing blood (venipuncture).
86. b - The frontal lobe is responsible for voluntary muscle control, speech, motor function, judgment and reasoning. Slurred speech, personality changes and paralysis are signs of frontal lobe lesions.
87. c - A vasectomy is a surgical procedure that makes a man permanently unable to get a woman pregnant (sterilization). It involves cutting the vas deferens so that sperm can no longer join to form semen.
88. b - The term pruritus refers to itching or sensation of itchiness. Pruritus is a sign and can be a result of allergy, drug reaction, parasites, dry skin or systemic disease.
89. d - Wave-like muscle contractions that occur in the digestive tract which are responsible for moving the food from the throat to the anus is referred to as peristalsis. It is also the process in which urine is transported to the bladder, and also how bile is transported from the gallbladder into the duodenum.
90. c - The Inferior vena cava (IVC) is a vein that carries deoxygenated blood from the lower parts of the body back to the heart. The IVC is connected to the right atrium which receives the deoxygenated blood.
91. c - Gynecomastia is an abnormal enlargement of the male breast. It can be caused by an imbalance of the hormones estrogen and testosterone. Gynecomastia can affect one or both breasts.
92. c - Ribosomes are responsible for production of proteins. Cells need proteins for building and repair of tissues, body defenses and energy production.
93. c - Polydipsia is the term for excessive thirst. It can be one of the symptoms of diabetes. Polyuria is excessive urination, polyphagia is excessive hunger and polydactyly refers to extra fingers or toes.
94. b - Hemiplegia is paralysis of one side of the body. Hemi refers to half, and plegia refers to

paralysis. It is a result from a lesion to the motor centers of the brain.

- 95.** a - Common sources of law are found in the history of a civilization and center around that culture's customs and previous judicial decisions.
- 96.** b - Failure to pay for services rendered falls under Civil Law as this is a difference of opinion between two parties.
- 97.** a - Certification and Registration are voluntary processes for showing entry level competency in a field of study. Licensure is a lawful requirement issued by State government. The CMA (AAMA) certification is obtained by voluntarily taking and passing the CMA exam offered by the American Association of Medical Assistants.
- 98.** d - Reciprocity deals with licensure, not certification. Since MAs are not licensed, reciprocity does not apply. However, many professionals will use the term reciprocity to indicate that a particular certification is accepted in more than one state. The CMA (AAMA) credentials are recognized throughout the United States, so one may hear the term used in this manner when considering the American Association of Medical Assistants certification.
- 99.** a - Giving informed consent is the process of giving a physician permission to perform a procedure after all of the risks are made known to the patient. Informed consent is required in most cases, but may not be necessary in some emergency situations.
- 100.** b - Emancipation means that a minor has gone to the courts to ask for legal independence from his or her parents and was granted such. A minor that has been emancipated does not have to have permission from a parent to receive medical information.
- 101.** d - A patient who refuses treatment has the right to do so at any point during the procedure as long as the procedure has not reached a point where stopping would potentially harm the patient.
- 102.** c - Advanced directives are a contract in which the patient's wishes for end of life care are put into writing. Advanced directives are not required by law, but help to ensure that patients' wishes for how they want to be treated if they are rendered unable to care for themselves are carried out.
- 103.** b - The Latin phrase, "Res judicata," means that once a case is tried and a ruling is put down, the case cannot be retried by either party.
- 104.** d - The "D" meaning "Damages" is the negligence topic dealing with how a physician will make a situation right or whole. Damages are often in the form of monetary compensation.
- 105.** d - Nonfeasance is defined as failure to act. When a physician fails to act and its ruled malpractice, this is categorized as nonfeasance. Misfeasance is performing a procedure incorrectly, and malfeasance is performing the wrong procedure.

- 106.** b - The Good Samaritan Law protects health care workers who respond and provide medical care outside of the work environment. However, volunteer activities where professionals are voluntarily performing skills that they would use in the workplace are not covered under this law.
- 107.** a - Torts are acts of wrongdoing. They fall under Civil Law.
- 108.** d - All of these philosophers wrote some form of medical ethics code. Hammurabi wrote the first code in 2500 BC. Hippocrates is famed for, "Do no harm." Thomas Percival was a physician with an interest in sociological medicine and wrote a Code of Medical Ethics in 1803.
- 109.** a - Slander is spoken words that could negatively impact the reputation of another individual. Written words that have the same implication is known as libel.
- 110.** b - Even though the patient hasn't given verbal permission to have a procedure done, her unspoken body language has implied this message.
- 111.** d - The Occupational Safety and Health Administration oversees safety in the workplace and is federally mandated.
- 112.** a - Ethical issues can be difficult to address as many employees have different personal morals. In order to standardize these codes, professional organizations develop ethical codes that are agreed upon by the members belonging to the organization. The AAMA has established its own code of ethics for medical assistants belonging to it.
- 113.** c - If a medical assistant witnesses unethical behavior, she should report it to her supervisor immediately. Failure to report this type of activity could negatively impact her future in her place of business and her career.
- 114.** d - The definition of negligence is failure to act in a manner that a prudent and reasonable person would under similar circumstances.
- 115.** b - A lawsuit that has been decided in the courts cannot be retried. This is described by the Latin term, "Res judicata."
- 116.** d - Direct Cause is a form of negligence where the physician's actions are directly related to a negative outcome or damage to the patient.
- 117.** a - Ethical Codes of Conduct are oftentimes formulated and written by professional organizations serving patients in the health care community. The American Association of Medical Assistants has formed both a medical assistant creed and a code of ethics that medical assistants can reference.
- 118.** d - In emergency situations where delaying treatment could mean the difference between life and death, in situations where the patient refuses to hear the risks, and in situations where patients are mentally incapacitated and no next of kin is designated, informed consent is not required.

- 119.** c - Families that are left behind after the death of a loved one may not agree with organ donation. Physicians may choose to go with the wishes of the family over the wishes of the deceased if the family will suffer emotional trauma from the donation.
- 120.** a - Employees cannot be told to retire. In addition, age discrimination is covered by Equal Employment Opportunity Commission and is also unlawful.
- 121.** b - Personal business should not be done during office hours. All the other choices are traits of professionalism.
- 122.** c - Empathy is the ability to put oneself into the patient's situation. It is the ability to understand and share the feelings of another.
- 123.** b - Ghost surgery is when a surgeon other than the one consented by the patient performs the surgical procedure. Surgical ghosts are ethically questionable. Misleading the patient defeats the informed consent of the patient.
- 124.** d - Competence is the ability to perform one's job at par with standards. Competence leads to the ability to do something successfully or efficiently.
- 125.** c - AMA refers to American Medical Association, and is not a credential. It is an association for physicians. CMA, RMA and CCMA are credentials given to medical assistants who pass the certification exam by the AAMA, RMT and NHA.
- 126.** c - Libel is an intentional tort that is a false or malicious writing against another person. It is a method of defamation expressed by print, writing, or any communication used in physical form that is injurious to a person's reputation, exposes a person to public hatred, ridicule, or damages a person reputation in his/her business or profession.
- 127.** d - Initiative is the willingness to work independently. It is the power or opportunity to take charge before others do.
- 128.** c - Prescription writing is the duty of the physician, not the medical assistant. Duties of the medical assistant includes: administrative/front office duties, clinical/back office duties- all under the supervision of a health care provider.
- 129.** a - Misfeasance is the performance of a lawful action in an illegal or improper manner. Misfeasance is distinct from Nonfeasance. Nonfeasance is a term that describes a failure to act that results in harm to another party. Misfeasance, on the other hand, describes some affirmative legal act that causes harm.
- 130.** c - After passing the medical assistant certification exam, the AAMA awards the credential CMA, Certified Medical Assistant. RMA is awarded by the AMT. CCMA is awarded by the NHA.
- 131.** b - Being influential does not necessarily mean professional. Compassion, competence and ethical behavior are all characteristics of a professional.

- 132.** c - The 4 D's of negligence are: Duty, Derelict, Direct cause and Damages. Danger is not one of the 4 D's.
- 133.** b - Res ipsa loquitur means "the thing speaks for itself." It is a legal presumption that a defendant acted negligently even though there may be no direct evidence of liability.
- 134.** c - Misdemeanors are criminal offenses that are punishable by up to a year in jail. Punishment for misdemeanors can also include payment of a fine, probation, community service and restitution.
- 135.** d - The Joint Commission (TJC) was formerly called the Joint Commission on Accreditation of Healthcare Organizations. The Joint Commission accredits and certifies health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.
- 136.** b - A physician can be held liable for his or her employees while working under his or her supervision. Respondeat superior means "let the master answer." It is a form of vicarious liability.
- 137.** c - "Non compos mentis" means "not of sound mind." These patients need guardians to give their consent.
- 138.** b - The Clinical Laboratory Improvement Act of 1988 or CLIA'88 regulates laboratory testing, and requires clinical laboratories to be certificated before they can accept human samples for diagnostic testing.
- 139.** b - The Labor Standards Act requires employee health records be retained by the health care facility for a period of 3 years.
- 140.** c - The United States Equal Employment Opportunity Commission, otherwise known as the EEOC, regulates the laws concerning workplace discrimination. If an employee wishes to file a discrimination claim they would contact this commission.
- 141.** d - A standard is a specific regulation or statement that is written by an agency depicting the minimum level of expected care. Standards are written sequentially and can be organized by a series of numbers and letters.
- 142.** a - A referral is a formal contract between two or more health care team members. This is for the purpose of providing services to the patient and is often used when a Primary Care Physician refers his/her patient to other physicians or health care specialties for a specialized type of care. Some examples would be a Dietician, an Occupational Therapist, a Speech Therapist, etc. A PCP could send a patient also to a Cardiologist, Gastroenterologist, or an Endocrinologist or any other specialty office.
- 143.** b - Certification is a voluntary process and under most circumstances it is usually made by a nongovernment agency. The purpose of certification is to ensure that the standards met are those necessary for safe and ethical practice of the profession.

- 144.** b - When requested by a patient, the physician must make the notice of privacy practices available to the patient. These privacy practices are posted in the medical clinic but each patient can request his/her own copy.
- 145.** b - By law, a physician is required to keep payroll data for 4 years. These include social security numbers of the employees, the number of withholding allowances claimed, gross salary or hourly wage, and deductions for Social Security tax, Medicare tax, federal state, and other tax, as well as state disability insurance, and state unemployment tax.
- 146.** b - Dependability is an extremely important quality in a medical assistant. This shows reliability and trustworthiness to your employer and will help the medical assistant to further his/her career.
- 147.** c - Carissa should send a handwritten thank-you note to the person who conducted the interview. A handwritten thank-you note displays courtesy and professionalism. This will help Carissa create an added positive impression.
- 148.** b - Every clinic or hospital has a slightly unique philosophy, but when everyone learns to work together as a team, and put their personal feelings aside, there is much better productivity and patient satisfaction. This is an important goal for all health care facilities.
- 149.** a - The living will is a legal document, voluntarily signed by a competent adult, stating what procedures or treatment that person wants done in the event of a terminal illness.
- 150.** c - When a physician dies or decides to close the practice, the patients must be notified in writing of the time frame for closing and any instructions for retrieving their medical records or how to have the practice transfer their records to another practice.
- 151.** c - Subpoena duces tecum is a legal document that requires a person to appear in court with specified documents, which can include a patient's original medical record. This Latin phrase means "bring with you under penalty of punishment." The subpoena will define exactly what documents are to be brought to court.
- 152.** d - To properly terminate the contract between the physician and the patient, the physician must notify the patient in writing in advance if the patient still needs treatment. Failure to do so results in abandonment.
- 153.** a - Founded in 1939, American Medical Technologists (AMT) is a nationally recognized certification agency, and membership society for Medical Assistants. AMT is accredited by the National Commission for Certifying Agencies (NCCA). The Registered Medical Assistant (RMA) credential is awarded by the AMT.
- 154.** b - AAMA refers to American Association of Medical Assistants. The mission of the American Association of Medical Assistants is to provide the medical assistant professional with education, certification, credential acknowledgment, networking opportunities, scope-of-practice protection, and advocacy for quality patient-centered health care.

- 155.** c - Failure to obey orders and defiance of authority is insubordination. Refusing to obey an order that is unethical or illegal is not considered insubordination.
- 156.** c - Procrastination is the practice of putting off tasks at a later time, sometimes to the right before the deadline. Carrying out less important tasks because they are more pleasurable to do often leads to procrastination.
- 157.** c - Avoiding office politics and gossiping is an example of a professional conduct. Office politics is the use of social networking within an organization to achieve changes that benefit the individuals within it.
- 158.** c - Triage is the process of prioritizing sick or injured people for treatment according to the seriousness of the condition. Prioritizing patients ensures that patients are treated efficiently, especially when resources are not enough for all to be treated immediately.
- 159.** c - Confidentiality is one of the core duties in the practice of medicine. It requires health care providers to keep health information private unless there is consent to release the information. Discussing patient information is not recommended in public places such as waiting rooms, reception areas and cafeteria. The examination area is a recommended area to discuss patient information.
- 160.** b - Physicians look for medical assistants that have initiative. Initiative is the ability to do something before being told. Medical assistants who have this trait are independent and do not need to be given directions all the time.
- 161.** d - False imprisonment involves intentionally restricting another person's freedom of movement. It is the unlawful restraint of another, against their will, and without medical or legal justification.
- 162.** d - Fraud is the intentional deception of a person or entity by another made for monetary or personal gain. In this case, fraud is through falsification of billing claims to get reimbursements from the state or federal government.
- 163.** b - Ethics is an area of study that deals with ideas about what is good and bad behavior. Medical ethics helps to improve patient care and public health by promoting professionalism.
- 164.** a - Quid pro quo is a Latin phrase that means "something for something." The phrase usually indicates an exchange of goods or services of roughly equivalent value.
- 165.** c - Good Samaritan laws are laws or acts protecting those who choose to serve to others who are injured or ill. They are intended to reduce bystanders' hesitation to assist, for fear of being sued or prosecuted for unintentional injury or wrongful death.
- 166.** d - The U.S. Constitution is the highest law in the land. It is the foundation on which all laws have been built. Constitutional law defines the relationship of the executive, the legislature, and the judiciary.

- 167.** c - A summary offense or infraction is a violation of a law or ordinance that usually results in a fine. Not stopping for a stop sign is an example of a summary offense or traffic infraction.
- 168.** c - A felony is a serious crime punishable by a term in state or federal prison of more than one year. In contrast, a misdemeanor is only punishable by confinement to county or local jail for less than one year and/or the imposition of a fine.
- 169.** d - The definition of embezzlement is the fraudulent conversion of another's property by a person who is in a position of trust, such as an agent or employee.. It involves misappropriating funds or property for one's own benefit.
- 170.** b - Battery is the unlawful touching or doing bodily harm without consent. Assault is the threat or the perceived threat of doing bodily harm by another person. Larceny is the unauthorized taking of the personal property of another by an individual who intends to permanently deprive the owner of it. Fraud is the intentional deception of a person or entity by another made for monetary or personal gain.
- 171.** c - The Stages of Grief are different for each person experiencing loss. The time spent in each stage and the order of the stages can differ greatly between those coping with loss.
- 172.** a - Abraham Maslow is credited with defining the Hierarchy of Need. The Hierarchy of Needs are ranked in order to include Physiologic Needs, Safety and Security, Love and Belonging, Esteem and Recognition, and finally Self Actualization. In order to progress from one level to the next, subjects must satisfy the current need.
- 173.** d - Self-Actualization is the final stage in the Hierarchy of Needs by Maslow. This stage defines reaching a person's highest potential and can vary greatly from person to person.
- 174.** a - Erik Erickson defined psychosocial development based on eight stages ranging from birth to death. Each stage defines an on-going pattern of psychosocial growth. In order of appearance, the eight stages are Trust vs. Mistrust, Autonomy vs. Shame and Doubt, Initiative vs. Guilt, Industry vs. Inferiority, Identity vs. Role Confusion, Intimacy vs. Isolation, Generativity vs. Stagnation, and Ego Integrity vs. Despair.
- 175.** a - Classical conditioning was described by Pavlov in a famous experiment involving a bell and a salivating dog. This theory of learning is based on obtaining a desired reaction based on giving rewards. Just as Pavlov was able to stimulate a dog to salivate by ringing a bell, children can be conditioned to associate pain with a visit to the doctor. From remembering previous visits that were unpleasant such as receiving injections, children will start to associate the doctor with pain.
- 176.** b - Operant conditioning explores the relationship of obtaining a desired outcome with both rewards and punishment. B.F. Skinner is famed for using the "Skinner Box," which used a controversial method of studying operant conditioning.
- 177.** b - Non-verbal communication involves communication that is given by body language. Most messages are sent between sender and receiver using non-verbal communication.

- 178.** b - Overcoming barriers of communication involve using methods of communication that is understandable to the receiver. In the example provided, a deaf or hearing impaired patient would have an easier time understanding directions if they are written to overcome the obstacle of the hearing loss.
- 179.** c - Compensation means to overcome a perceived weakness by over compensating another behavior or personality trait.
- 180.** b - Stereotyping is defined as providing a generalization about a person based on his culture. The medical assistant in this situation was stereotyping her patient by believing that her patient would automatically have a difficult time understanding directions based solely on the fact that the patient is elderly. A prejudice is forming a negative opinion of someone based on his or her heritage or culture.
- 181.** c - Open ended questions are questions that will yield an answer that is detailed and descriptive. Closed ended questions will yield answers that are one or two words in length.
- 182.** b - The three necessary components of communication include, Sender, Message, and Receiver. If any of these components are missing, communication cannot occur.
- 183.** c - Interview questions which focus on a person's religious affiliation, marital status, or number of children are unlawful and cannot be legally asked during an interview.
- 184.** a - Defense mechanisms are a process of dealing with unpleasant emotions. Patients using this type of behavior may be experiencing feelings that are unwelcome. Reacting in a way that helps them deal with their emotions without addressing these feelings is a protective mechanism.
- 185.** a - Body language is a form of non-verbal communication. Negative messages can be sent easily with the use of improper or tense posture. Anger is conveyed by grimacing as if in pain and tensing the shoulders.
- 186.** c - Summarizing what a patient has told you allows you to use your own words to verify understanding. Repeating what has been said can only verified that you were able to hear what was said.
- 187.** a - To maintain the highest level of professionalism in the workplace, it is best to avoid personal relationships with patients. While it may be tempting to befriend a patient who shares interests and personality traits, it's not in the best interest of office professionalism to do so.
- 188.** c - Denial is a defense mechanism that allows a patient the ability to avoid negative emotions that result from an unacceptable reality.
- 189.** c - Depression is one of the Stages of Grief theorized by Elizabeth Kubler Ross. A loss of motivation, feelings of anxiety and sadness, and a difficulty coping with day to day activities are all signs of depression.

- 190.** a - Patients who are unhappy with unavoidable wait times in the waiting room should be offered the chance to reschedule the appointment. If patients become abusive or exhibit threatening behavior, they can be asked to leave or a call can be made to the local authorities for assistance.
- 191.** d - A tense atmosphere can raise stress levels and negatively impact staff morale. The best way to deal with this type of situation is to identify that there is a problem and work together to come to a solution. While this may place employees out of their comfort zones, it will allow for all parties to be heard.
- 192.** a - Asking open ended questions will allow the interviewer to see how the interviewee reacts to being under pressure. By asking questions that require an explanation, employers can get more information than asking a yes or no type question. In addition, open ended questions that have no link to a person's religious affiliation, age, gender, or marital status are legal questions and should be answered by those being interviewed.
- 193.** b - Patients are best able to learn when they are spoken to in terminology they can understand. Medical assistants play a great role in patient education on a daily basis.
- 194.** b - In general terms, growth ceases to occur after the 20th year of life. Psychological development can occur until death.
- 195.** c - Morals and values in the Superego are closely related to feelings of guilt, inhibition, and shame. Basic instincts are found in the Id and impulse satisfaction is found in the Ego.
- 196.** d - Self-actualization is the highest of Maslow's hierarchy of needs. It is the achievement of one's full potential.
- 197.** b - Interjection is a form of verbal communication. It is a word or phrase expressed in a strong emotion. Nonverbal communication includes: grooming, dressing, eye contact, facial expressions, hand gesture, space, tone and posture.
- 198.** a - The proper order of the 5 stages of grief by Elizabeth Kubler Ross is: denial, anger, bargaining, depression and acceptance.
- 199.** c - In the U.S., personal space in public is 12 to 15 feet. Intimate is touching to 1.5 feet. Social is 4 to 12 feet.
- 200.** a - Phobias are irrational fears of objects or situations. It is an abnormally fearful response to a danger that is imagined or is irrationally exaggerated.
- 201.** d - Acknowledgment is an action of expressing gratitude or appreciation for something. It is not barrier to communication. Embarrassment, discomfort, language problems, withdrawal, prejudice are all examples of barrier to communication.

- 202.** d - Reaction Formation is the converting of unwanted or dangerous thoughts, feelings or impulses into their opposites. For example, an employee who hates her superior may instead be overly caring towards him, and expresses to retire there.
- 203.** c - Believing that all members of a culture, subculture or group are the same is stereotyping. It is a way to reduce the amount of thinking we have to do when we meet someone new.
- 204.** b - Displacement is the redirecting of thoughts and impulses at one person or object to another person or object. Displacement is used when people cannot express their feelings in a safe manner to the person they are directed at. For example, an employee who hates his boss, but can't express his anger at him for fear of losing his job might instead punch a wall.
- 205.** c - Clarifying demonstrates the desire to understand what the patient is communicating. The other choices are ineffective techniques.
- 206.** a - Agoraphobia is an intense fear of being in public places where escape might be difficult. Persons with agoraphobia frequently also have panic disorder.
- 207.** a - Rationalization is justifying thoughts and actions, whether it is right or wrong. It can also be used in making excuses.
- 208.** b - The anal stage is directly related to a child's awareness of bowel control and gaining pleasure through the act of eliminating or retaining feces. It is believed that when a child becomes fixated on receiving pleasure through controlling and eliminating feces, a child can become obsessed with control, perfection and cleanliness.
- 209.** b - In sight impaired patients, you should speak in a normal tone of voice. Not all visually impaired are deaf. Describe the surroundings, alerting before touching the patient, and allowing the patient to touch his surrounding when appropriate are strategies to assist the visually impaired.
- 210.** b - Preoperational stage is when children begin to think symbolically and learn to use words and pictures to represent objects. They also tend to be very egocentric, and see things only from their point of view.
- 211.** a - Restating is to state something again or in a different way. It lets the patient know how the message was interpreted by the health provider.
- 212.** d - It is important to remember that each dying patient and his or her family members have individual experiences. There is no set period of time for any stage of grief, and patients and their family members may go through the stages differently. Patients, as well as family members, can move back and forth between the stages or stay in one stage until death.
- 213.** c - **Projection** is a defense mechanism that involves taking our own unacceptable thoughts or feelings and assigning them to other people. Sometimes we don't want to acknowledge the truth about ourselves, and so we turn it around and put it on others.

- 214.** c - Since the patient has hearing impairment, it is recommended to increase your voice volume, but refrain from shouting. Background noise should be also eliminated, touching the patient's arm to get the patient's attention and using visual aids are all recommended strategies.
- 215.** b - Prejudice is an unfair feeling of dislike for a person or group based solely on the individual's membership in a social group. Prejudice can be based on various factors: sex, race, age, nationality, socioeconomic status or religion.
- 216.** a - This combination of reactions to stress is also termed as the "fight-or-flight" response. It enables people to adapt quickly to life-threatening situations.
- 217.** b - At age 4 - 7 months, the infant can roll over and sit up. The infant can also grasp objects, and has good eye coordination.
- 218.** b - An example of a close-ended question is "Do you have asthma in the family?" Close-ended questions are those which can be answered by a simple yes or no. Open-ended questions are those which require more than just a yes or no answer.
- 219.** a - Rationalization is creating a false but reasonable excuse to justify unacceptable behavior. According to Freud, when people are not able to deal with the reasons of their behavior, they protect themselves by creating self-justifying explanations for their behaviors.
- 220.** c - Email communication is an example of a written communication. Telephone, television and face to face communication all uses verbal communication.
- 221.** b - The id is the instinctive component of the Psyche. It is the most basic part of personality that wants instant gratification for wants and needs. If these needs or wants are not met, a person becomes tense or anxious.
- 222.** b - Focusing concentrates attention on a single point. It is useful if patient jumps from one topic to the other.
- 223.** c - At around age 45, the bone and muscle mass start to decrease. Other physical changes: wrinkles appear, hair decreases and reflexes become slower.
- 224.** c - Restating checks the interviewer's interpretation of the patient's message for validation. It is not a barrier to communication; it is a therapeutic communication technique.
- 225.** b - The ego is the part of personality that deals with reality. The ego develops from our basic drives and instincts (id), and ensures that it can be expressed in an acceptable manner in the real world.
- 226.** d - Generativity versus stagnation takes place during middle adulthood, around the ages of approximately 40- 65. Contributing to society that benefits future generations is an important need to be fulfilled at this stage. Stagnation, on the other hand, refers to failure to improve oneself and find a way to contribute to society. These adults may feel disconnected or are uninvolved with their community and with society.

- 227.** b - Culture is the set of the beliefs, behavior and common characteristics to the members of a particular group or society. It is a defining element that constitutes society.
- 228.** b - Regression is escaping back into an earlier developmental stage when confronted with a distressing event. Regression is one of Anna Freud's defense mechanisms.
- 229.** b - Somatization is the transference of an emotional distress into a physical manifestation. The symptoms the patient feels are real, and are not manufactured or faked on purpose.
- 230.** a - Demographic information is data that can identify a patient. Names, addresses, telephone numbers and ages are all considered demographic information.
- 231.** c - Write it Once systems are sometimes referred to as Pegboard systems where financial information is written once but recorded in three different places.
- 232.** a - A restrictive endorsement limits the ability of a person to cash a check. Restrictions are placed on checks to ensure the proper person or organization cashes the check.
- 233.** d - Depositing checks into the bank requires the movement of funds from one person to another. The process is controlled to ensure that mistakes in documentation do not occur.
- 234.** a - Check stubs are the pieces of a check that is left over when a check is pulled from the perforation in the checkbook. These stubs are used for reference when balancing the checkbook for accuracy.
- 235.** d - Checks are stamped by the bank and considered, "Cancelled," when funds have been moved from one account to another.
- 236.** b - Deductions are sums of money that are removed from the account. They are also known as debits. Deductions are often in the form of payments from the office to a vendor or utility company.
- 237.** d - Bank statements are used to help balance the books. Books are balanced on a monthly basis when the statements are mailed from the bank.
- 238.** a - NSF fees are fees assessed by the office for non-sufficient funds. Banks will typically charge a company a fee if checks bounce. These fees are passed to the writer of the bad check in the form of NSF fees.
- 239.** d - The intended amount of a check is written both in numeric and alpha form. Any odd cents that are needed are written numerically as #/100, where the # is the amount of the odd cents needed. Both the numeric and alpha numbers must match in order for the check to be valid.
- 240.** d - Assets are any piece of equipment or fund of value that adds worth to the company.
- 241.** b - Equity is one's worth. Revenue is money coming into the organization and will add

value.

- 242.** a - Petty cash is cash that is used in the office for odds and ends. Having only one person assigned to the petty cash drawer will help to avoid issues with missing money.
- 243.** b - Deliveries received in the office should be put away as soon as possible. The packing sheets should be checked against the materials received to ensure that all items that are to be paid have been delivered.
- 244.** a - Fee schedules are set by the office based on the usual fee charged for a procedure. These usual fees are based on geographic location which allows fees to remain competitive, yet fair.
- 245.** a - Aging accounts are given attention at thirty day intervals.
- 246.** c - Collection mailings are to remain confidential and should be mailed in an inconspicuous envelope. They are considered Dun Messages as this term implies a notification made to remind a patient of a debt owed the office.
- 247.** b - The only legal recourse for collecting a debt from a patient after he is deceased is to work through the patient's estate. Next of kin is not responsible for a patient's outstanding balance.
- 248.** b - FICA stands for Federal Insurance Contribution Act. FICA is collected and used by the Federal Government to pay for Social Security and Medicare.
- 249.** d - I-9 forms are required by Federal Law to confirm the identity of employees. These forms are required to be filed with the Federal government within three days of the employee's hire date.
- 250.** d - The proper accounting formula to calculate liabilities or monies owed to others is calculated by subtracting the Owner's Equity from total Assets.
- 251.** d - Collections practices must be conducted within the parameters of the law. Collections calls should be done while maintaining the debtor's privacy and only during the hours of 8am until 8pm.
- 252.** b - A "skip" is a patient who purposely moves to delay or avoid paying money owed a practice. Skips can be traced by checking with a patient's employer or the Department of Motor Vehicles for a forwarding address.
- 253.** d - Small claims court has the benefit of a short turnaround time for judgment and cost savings over attorney directed collections lawsuits. Claims should be less than \$5000 and an attorney is not necessary. A judge will make a decision but the office still has the responsibility of collecting the funds owed.
- 254.** b - Bank debts are considered a liability. Assets are property owned and controlled by a business, including land, building, equipment, money, stocks, bonds and investments.

- 255.** b - Petty cash is the cash kept within the office to cover for minor purchases. This eliminates the need to write a check for minor purposes.
- 256.** c - An account payable is money owed to a vendor. These can be for purchases for goods or services.
- 257.** c - A W-2 tax form shows the amount of taxes withheld from your paycheck for the year. It is used to file for federal and state taxes.
- 258.** a - The Health Care Financing Administration (HCFA) is the government agency that regulates Medicaid and Medicare. HCFA establishes standards for medical providers that require compliance to meet certification requirements.
- 259.** c - Current Procedural Terminology (CPT) is a list of codes of procedures and services performed by health practitioners. The CPT book is divided into 6 sections: E&M, Anesthesia, Surgery, Radiology, Pathology, and Medicine.
- 260.** d - Exclusive Provider Organization (EPO), Preferred Provider Organization (PPO) and Health Maintenance Organization (HMO) are types of insurance plans. WHO is not a type of insurance plan. WHO refers to World Health Organization.
- 261.** a - Insurance plans for the armed services include TRICARE and CHAMPVA. TRICARE is a comprehensive health benefit program for the dependents of men and women of the armed forces.
- 262.** b - A deductible is an annual amount to be paid by the insured toward the cost of service before the insurance policy benefits are started.
- 263.** c - The explanation of benefits explains the following to the patient: the services covered by the policy, the amount billed by the provider, the amount paid by the insurance carrier and the amount for which the insured is responsible.
- 264.** b - Disbursements are the payment of funds and can be cash or check or even by office credit card for these purposes. Disbursements can be entered into the accounting records several ways and this would depend on the accounting system in use in each particular office.
- 265.** b - In the accounting system, the accounts receivable would be termed as the sum that would be owed to the business. The bookkeeper/accountant would keep a balance of what is owed and should be collected in the future to the business, such as a medical clinic. Adjustments can be made in some circumstances by the accounting department.
- 266.** d - The double-entry system is based on this equation. This does require more extensive knowledge of accounting procedure than the single-entry system.
- 267.** c - A liability is the debt obligation of a business. It includes accounts payable and debts.

- 268.** a - Pegboard system is the most common manual method used in the doctor's office. It uses a pegboard, day sheet, ledgers and charge slips.
- 269.** b - A superbill is a medical office form used to reflect the professional services rendered during a patient visit. It offers a standard way of itemizing diagnostic and therapeutic procedures used in a patient.
- 270.** d - Cashier's check, money order and certified check guarantee that funds will be available upon redemption of the check. All three are secure payment methods.
- 271.** b - This practice is referred to as "Upcoding." Upcoding is a scheme to bill the insurance company for a higher price rate procedure.
- 272.** c - Medicare fraud is intentionally billing Medicare for services that were never provided. A gang visit is an example of this - billing patients when not all patients were provided services.
- 273.** d - Coding systems are a way for medical conditions and procedures to be listed as a number. This allows for easier tracking of statistics related to this information. It also allows for easier communication between physicians and health care insurance plans.
- 274.** a - ICD-10 coding manuals are organized into three separate sections, each with its own function. These codes are used to code medical conditions that are treated by a health care provider. The ICD-10 is in the early implementation phase in the United States.
- 275.** a - Volume II of the ICD-10 coding book is the three part alphabetical index, which should be used first when searching for the correct diagnostic code to be used for a disease state. Volume I is then used to confirm that the code chosen is correct.
- 276.** c - The CPT coding book is used to code procedures and diagnostic testing. The manual is divided into six sections and contains 5 digit codes for medical procedures.
- 277.** c - Symbols used in the CPT coding manual are used to add additional information to procedural codes. The asterisk is used to note that services used with a particular code vary between pre- and postoperative services.
- 278.** b - Modifiers are used with CPT codes to add additional information to a procedural code. A common modifier is -50 which denotes that a procedure that was performed was done on both right and left sides, or bilaterally.
- 279.** b - E&M codes are CPT codes that are used when a patient is being evaluated and treated. These codes are assigned based on the type of appointment that is done. For example, a patient who is new to the practice would receive an E&M code that designates a new office visit that allows time for a thorough history and examination.
- 280.** b - Codes that are accompanied by a diamond symbol indicate that the code is not recognized by Medicare and will not be reimbursed.

- 281.** a - New patients are patients that have not been to the practice for at least three years, or a patient that has not previously been seen at the practice. Specific E&M codes exist to properly code the primary office visit to reflect the new patient standing.
- 282.** b - When coding for diagnosis, codes should first be found in Volume II, which is the alphabetic listing. When this code is found, it is then confirmed by finding it in Volume I.
- 283.** a - Coding tables are added to Volume II for disease states that have a number of different variables. Hypertension and Neoplasms can come in a variety of forms, so to assist the coder in locating the correct code for these conditions, tables were added for ease in finding the appropriate code.
- 284.** b - Patients who have a primary and secondary insurance plan fall under the coordination of benefits clause. This wording discourages multiple payments for the same procedure.
- 285.** d - HMOs are Health Maintenance Organizations. This type of managed care system is set up to emphasize well care to reduce the number of illnesses a patient suffers, which will lower the overall cost of the plan as a whole.
- 286.** a - To qualify for Medicare, a patient must fall into one of several groups which could include, being age 65 or older, being a spouse of an employee currently contributing to FICA, or being person who has been receiving Social Security disability for more than two years.
- 287.** b - When a patient is covered by Tricare and another health insurance policy, Tricare is the secondary payer. However, when the second policy is Medicaid, Tricare is the primary payer.
- 288.** b - Workman's Compensation files are to be kept separate from a patient's usual medical record. These forms are filed to the state for claims for payment.
- 289.** a - Medicare Part A covers inpatient hospital stays. Part B covers outpatient coverage. Part C, also known as Medicare Advantage, is another Medicare plan that covers Part A and B. Part D covers pharmaceuticals.
- 290.** b - Symbols added to CPT codes give the codes additional information. A triangle will denote that a code has been recently revised.
- 291.** a - Diagnosis Related Groups are used for inpatient hospital stays. These codes help physicians decide the length of stay for a patient with a particular type of illness or condition. Most medical assistants will not directly deal with DRGs as MAs are not usually found in hospital settings.
- 292.** a - Medicare forms can be found by searching the internet for a Medicare fiscal agency in your geographic location. The IRS, CDC and CHAMPUS offices would not have this type of information.
- 293.** c - Deductibles are set amounts of fees that will be the responsibility of the patient and are

not covered by insurance. These fees usually have a limit and once that limit is reached, the insurance will then cover the difference.

- 294.** c - The Explanation of Benefits or EOB is sent to the patient and to the provider, detailing how the benefit was determined based on the patient's particular health care plan.
- 295.** a - A Medigap policy supplements regular Medicare. These often pay for deductibles, coinsurance and for services not covered by Medicare in some cases. Medicare is still the primary payer and you file with Medicare first.
- 296.** c - The authorization to make payments directly to a physician by the insurance company is called an assignment of benefits. The patient has authorized his or her insurance company to pay the benefit to the physician.
- 297.** a - A CPT code is a five digit numeric code that is used to code medical, surgical, imaging, laboratory, and therapeutic services of the physician. CPT refers to Current Procedural Terminology.
- 298.** d - The CPT code for an office visit is 99214. An office or outpatient visit for the evaluation and management of an established patient requires detailed history, physical examination and medical decision making of moderate complexity.
- 299.** c - V codes are codes that refer to factors that influence health status. It is important in reporting medical necessity.
- 300.** a - M codes code for morphology of neoplasms. The first four digits code for the histology of the neoplasm, and the fifth digit codes for the behavior of neoplasm.
- 301.** b - Physicians own their patients' medical records, but patients have the right to have copies of their records.
- 302.** c - X-rays, while considered part of a patient's medical record, are owned by the facility that performs the procedure.
- 303.** b - Physicians are not required to tell a patient certain health information if that information will potentially cause harm to that patient. For example, if a patient with very high levels of anxiety learns that she may be undergoing testing for a potentially fatal illness, she may react negatively by having a mental breakdown due to her anxiety.
- 304.** b - Keeping medical charts forever will ensure that the charts are available in the event of litigation.
- 305.** d - The Problem Oriented Medical Record is set up in sections which will include the database, problem list, and treatment plan. Patient scheduling systems are kept separate from the POMR.
- 306.** c - When placing additional information into a patient's chart, using the phrase, "Late Entry," will alert the reader that the information was added after the fact and will reduce

discrepancies that may result from confusion.

- 307.** a - Terminal digit filing is a filing method that uses the patient's medical record number to dictate where the file is stored. Using the last one or two numbers of the medical record number helps to keep charts filed in an easy to retrieve manner.
- 308.** b - An outguide is a marker that is put in place of a chart that is pulled from a filing cabinet. The outguide notifies office employees that a chart is missing and aids employees in refiling the chart.
- 309.** d - Depending on the type of memory, RAM, ROM and the CPU can all be areas where data can be stored.
- 310.** a - The prefix, "mega-," means one million. A megahertz is one million cycles per second.
- 311.** c - Microsoft Access is a commonly used software program for developing databases. While Excel is useful for spreadsheet applications, Access allows for more cross-referencing of information.
- 312.** c - USB drives are also known as Flash Drives and are portable memory storage units.
- 313.** a - Keeping a copy of the confirmation sheet that can be printed from the fax machine can serve as adequate proof that a FAX was sent. This method does not prove that the FAX was received.
- 314.** d - Hardware is a piece of equipment used to operate computer machinery. Modems are used to connect a computer to the internet through a telephone line. Modern modems can also connect to the internet through DSL or cable internet providers.
- 315.** d - HIPAA is an abbreviation for Health Insurance Portability and Accountability Act. The objective of HIPAA is to protect the confidentiality and security of health information.
- 316.** b - The 3 common filing methods used are alphabetical, numerical and subject. Filing by disease is not a filing method.
- 317.** a - A tickler file is a system that organizes chronologically for follow-up. It is a system intended to act as an addition to calendaring and scheduling systems.
- 318.** b - Corrections are done by the following steps: draw a single line on the error, write the initials of the person correcting the error, write the date when the correction was made, and write the correct information. Corrections should never be covered by correction fluid.
- 319.** a - The 6 C's of charting are: current, complete, concise, correct, confidential and clean. Check is not one of the 6 C's of charting.
- 320.** d - Medicare and Medicaid records should be maintained for 10 years. Medical records should be destroyed by shredding, and the facility should have a master list of all records.

- 321.** b - Records of patients who have died, moved away or terminated relationship with the practice are classified as Closed. Patients who are currently receiving treatment are classified as Active, and patients who have not been managed within 6 months or longer are classified as Inactive.
- 322.** d - A rotary or movable lateral file cabinet is an electronically or manually powered file cabinet that rotates files in position to be accessed. It maximizes the use of space, and holds large volumes of records.
- 323.** b - In the numerical filing system, patient files are given numbers and arranged in numerical system. It is the most confidential system, and expansion is unlimited.
- 324.** a - The advantages of color-coded system is that files can be retrieved faster and misfiled records are easy to see. It consists of labels that indicate a number, letter or alphanumerical character. Subject files can also be color coded.
- 325.** c - Information about patient allergies is not included in the History of Present Illness. It is part of the Past History or in a separate Allergy section.
- 326.** a - Outguides are dividers of a different size and color than the file folders. Its purpose is to allow the medical office to identify the precise location of a file.
- 327.** c - In using alphabetic filing, if the first unit is similar, move on to the second and succeeding units until a difference is apparent. Since all last names are Schultz, the next unit that is different are the first names. Dory starts with a "D", thus it comes before the rest of the first name letters.
- 328.** d - Kelee, Joseph will be first in the filing. All these names start with KEL. The next letter determines the name that will be filed first. Since the next letter of Kelee, from Kel, is "e", it comes first from the rest of the first names, alphabetically.
- 329.** c - Purging is the process of cleaning out files. It is the preparation of a file to go from active status to inactive status. Conditioning, releasing, Indexing, coding and sorting are basic steps in the filing process.
- 330.** a - SOMR refers to Source-Oriented Medical Record. Examples are progress notes, laboratory reports, imaging reports and surgical reports.
- 331.** b - To show that a period needs to be added to a document that is being proofread, place a small circle with a dot in it in the spot where the period is to be added.
- 332.** a - The commonly accepted number of rings that a caller will tolerate is three or less. If a medical assistant cannot take a call, she should answer the phone and politely ask the caller to hold.
- 333.** a - In order to make sure that the office can return a call to a patient in the event they are disconnected, medical assistants should ask for a caller's name and telephone number when answering a call.

- 334.** c - To politely answer a telephone in a professional atmosphere, the receiver should respond by giving the name of the business, the name of the receiver, and an offer of assistance.
- 335.** a - Patients who become irate and begin shouting can quickly become abusive. To help defuse the situation, office staff should be empathetic and offer assistance. Staff should never become defensive or ensure a patient that all of his problems will be solved.
- 336.** b - Insured mail is mail that can be reimbursed by monetary funds if lost in the mail. There is no guarantee that the insured mail will make it to its intended destination.
- 337.** c - Sending a letter by certified mail will require a signature for the letter which can be used as proof that the letter reached its intended destination.
- 338.** d - Postal abbreviations are used for all 50 states using two capital letters. Idaho is abbreviated with an ID.
- 339.** c - A sheet of 8 1/2 by 11" paper is a standard size page. Folding this size paper into thirds by folding the bottom up and then top down is the professionally accepted way to fold a business letter of this size for a No. 10 envelope.
- 340.** a - Interoffice memos are used to send quick notes to staff in an informal form.
- 341.** b - Full block style requires that all paragraphs, dates, addresses, greetings and salutations start on the left margin of the page.
- 342.** b - A 500 word essay, when read aloud, takes approximately 4 minutes to complete if read at a normal speaking pace. When visual aids are used such as PowerPoint slides or graphics, the pace is slightly slower.
- 343.** a - When writing an address, the US Postal Service asks that no punctuation be used to assist the digital readers with accurately bar-coding each piece of mail. When addressing a physician, either use the term Dr. at the beginning or the credential at the end, but never both at the same time. When noting a city, do not capitalize the word city.
- 344.** d - The letter "S" lying on its side designates the term "transpose" which means that two letters were placed incorrectly in order in a word or two words were placed incorrectly in a sentence. In the question provided, the letters "i" and "n" were transposed in the word, "looking."
- 345.** a - Professional letters that have more than 200 words should have one inch margins. Letters with a smaller word count would have larger margins depending on the count: 100-200 words would have a 1.5 - 2 inch margins, 100 words or less would have 2 inch margins.
- 346.** b - The professional letter using a full block style will have 2 empty lines between the inside address and the salutation. There are 4 lines between the date line and the inside address.

- 347.** a - When noting that a patient has an allergy to a medication, the medication should be spelled out in capital letters or underlined when mentioned in the dictation. This will call proper attention to the medication.
- 348.** c - The backspace allows the cursor to be moved to the left and erases the character. Both the DEL or delete key and backspace key are used to delete text. The DEL key deletes text to the right of the cursor, and Backspace key deletes text to the left of the cursor.
- 349.** c - CD-ROM, hard drives and flash drives are devices that save information for future reference. CPU (central processing unit) supervises data processing operations of a computer, and is not a device for storage of information.
- 350.** a - Caps lock is a keyboard key that enables or disables all the letters from being typed in uppercase. The Caps Lock key is a modified Shift key that occupies the same position on the keyboards of typewriters.
- 351.** a - Priority mail is a First Class Mail with weight more than 11 ounce. It is used when 2-3 day delivery is preferred. The maximum weight is 70 pounds, and maximum width is 108 inches.
- 352.** d - Computer software is any set of machine-readable instructions that directs a computer's processor to perform specific operations. Computer software differs with the hardware, which is the physical component of computer.
- 353.** c - Full block is a letter style in which all lines begin at the left margin. It is the most common style.
- 354.** c - Express mail is a premium service which is requested when a next day delivery is warranted. It can be used for letters, documents or other shipments.
- 355.** a - A network consists of two or more computers linked together in order to share devices, such as printers, hard drives and allow electronic transfer of data. The computers can be linked through cables, wi-fi or infrared beams.
- 356.** b - The most commonly used envelope size is the number 10. Regular envelope is a closed face envelope with no window. They are the most common used in business to send letters and other mailings.
- 357.** a - Mail should be stamped with date received, not the person who received it. Other incoming mail procedures: distributing mail to appropriate staff, stamping payment checks with endorsement and checking mail for urgency, and sorting according to type.
- 358.** b - Windows is a computer operating software. Mouse, printer and scanners are considered computer hardware. Hardware refers to the physical components that make up a computer system.

- 359.** b - A Problem Oriented Medical Record (POMR) is a chart about the health status of a patient in a problem-solving system developed by Dr. Larry Weed in the 1950's. The basic components of the POMR are:
1. Data Base - History, Physical Exam and Laboratory Data
 2. Complete Problem List
 3. Treatment Plans
 4. Daily Progress Note
 5. Final Progress Note or Discharge Summary
- 360.** b - A postage meter is a mechanical device used to create and apply physical proof of mail. They are also called as postage machines or franking machines
- 361.** d - A warranty is a written statement that promises the good condition of a product and states that the maker is responsible for repairing or replacing the product. A warranty may be expressed or implied, depending on whether the warranty is explicitly provided
- 362.** b - SOAP notes is a documentation method employed by health care providers to create patient charts. There are four parts of a SOAP note: Subjective, Objective, Assessment, and Plan.
- 363.** a - OCR is the abbreviation for Optical Character Recognition. It converts scanned images of printed text into computer readable format.
- 364.** b - A scanner reads or converts printed material directly into a format readable by a computer. It captures images from photographs, prints, and similar sources for computer editing and display.
- 365.** d - A discharge summary is a report prepared by a physician or other health professional at the end of the hospital stay. It outlines the patient's history, the diagnoses and management on discharge.
- 366.** c - A USB (Universal Serial Bus) drive is a small, lightweight removable storage device. It is also called flash drive, memory stick or thumb drive.
- 367.** b - "To whom it may concern:" is a salutation. A salutation is a greeting used written communications. Salutations can be formal or informal. The salutation "Dear" is the most widely used salutation.
- 368.** d - The word modem is actually short for Modulator/Demodulator. It allows the connection of one computer to another, and the transfer of data over telephone lines.
- 369.** d - Random Access Memory (RAM) is the working memory of the computer. It is not considered an input or external device.
- 370.** c - A router is not a storage device. It is a networking device that forwards data between computer networks.

- 371.** c - A copy notation is a notation so that the addressee knows that a copy of the letter will be sent to other people. A copy notation is abbreviated as "cc:", followed the names of the people who will receive the letter.
- 372.** d - The mouse is a pointing device to manipulate the cursor. It also allows the user to interact with the items on the display screen.
- 373.** c - First class mail includes cards, letters and parcels that weigh 13 ounces or less. It also includes: handwritten or typewritten material, bills, statements of account or invoices, credit cards, personal correspondence and all matter sealed or otherwise closed against inspection.
- 374.** c - One gigabyte is approximately 1 billion bytes. One kilobyte is 1024 bytes, 1 megabyte is 1 million bytes and one terabyte is 1 trillion bytes.
- 375.** b - The commonly used margin in a business letter is 1 inch to 1 ¼ inches on all sides. This is also the default setting of most word processors.
- 376.** d - Clock speed is measured in megahertz (MHz). One megahertz equals 1 million cycles per second.
- 377.** d - The tab key moves the cursor several spaces forward. The Tab key refers to Tabular key.
- 378.** d - The mouse is a pointing device to manipulate the cursor. It also allows the user to interact with the items on the display screen.
- 379.** b - QWERTY layout is the most common keyboard layout in the English language. The name QWERTY was derived from the first six letters on the keyboard on the top left.
- 380.** c - A spreadsheet is a table of data arranged in rows and columns. Businesses use spreadsheets to present actual and projected data, for presentations and planning.
- 381.** a - The F1 key shows the Help window for a program. Function keys can be programmed to perform specific functions.
- 382.** c - The F11 key enters and exits the full screen mode. Function keys are abbreviated on the keyboard as F1 to F12. Function keys can be combined with the ALT or CTRL key for special functions.
- 383.** b - The greeting we use at the beginning of a letter, email or a memo is referred to as the Salutation. Most salutations begin with a "Dear."
- 384.** b - LCD or Liquid Crystal Clear is a flat panel video display used in monitors, not printers. Laser, inkjet and multifunctional are types of computer printers currently in the market today.
- 385.** a - An output device is any piece of computer hardware used to communicate the data processing carried out by a computer which converts the electronically generated readable form. A monitor is an example of an output device. Hard drives, mouse and scanners are input devices.

- 386.** d - DVD stands for Digital Video Disc. DVD is a type of CD that is able to store large amounts of data.
- 387.** a - Encryption is the conversion of data into a form that cannot be understood by unauthorized people. This encrypted data is called Cypher text. Encryption is used to prevent unauthorized users from accessing information.
- 388.** a - HTML stands for Hyper Text Markup Language. It is a set of symbols or codes inserted in a file intended for display on the internet.
- 389.** a - URL or Uniform Resource Locator is not a file format. It identifies the global address and domain to access web pages. Gig, jpeg and rtf are examples of file formats.
- 390.** a - DSL refers to Direct Subscriber Line. DSL is a high-speed connection that is used to provide internet access by transmitting digital data over telephone lines.
- 391.** b - The .edu domain is one of the top-level subdivisions of the Internet Domain Name System (DNS). The .edu domain is intended for accredited post-secondary educational U.S. institutions.
- 392.** c - IP address is a number label assigned to computers in a network that uses the Internet Protocol for communication. Every computer has a unique identifier called the IP address.
- 393.** d - Windows is a computer operating system, not a web browser. A browser is a software that is used to access the internet. Examples of web browsers are: Yahoo, Google and Internet Explorer.
- 394.** c - A firewall is a software program that helps screen out hackers, viruses and malwares that try to access computers over the Internet. Firewalls can be installed in both hardware and software, or both.
- 395.** b - Bandwidth is the amount of information that can be sent over a connection at one time or how many bits can be processed in a single instruction. Bandwidth is usually expressed in bits per second.
- 396.** a - The World Wide Web or www consists of all the public Web sites connected to the Internet. The www consists of web pages that can be accessed using a browser such as Google, Yahoo and Internet Explorer.
- 397.** b - Internet Service Provider (ISP) is a company that provide access to the internet. Examples of ISPs are : Verizon, ATT, AOL and Time Warner Cable.
- 398.** d - Payroll is the process of calculating how much is owed an employee based on the employee's salary and number of hours worked. Deductions that are made based on taxes are also calculated from an employee's gross pay.
- 399.** d - Office managers have the responsibility to keep the office running smoothly by

handling employee issues, monitoring inventory, ensuring customer service excellence, and adequate staffing. Choosing the amount of tax exemptions that each employee should take is the responsibility of the employee.

- 400.** c - Staff meetings should be held at the beginning of the day or the beginning of a shift to ensure that enough time is set aside to cover all of the topics on the agenda.
- 401.** b - W4 forms are the federal forms used to choose exemptions.
- 402.** d - Patient privacy is mandated through HIPAA. Any procedure that will protect patient information will be useful in protecting privacy.
- 403.** d - Using ergonomic practices will reduce repetitive strain that is common in office employees. Frequently stretching, adjusting chairs and monitors to avoid strain, and paying attention to avoid aches and pains will reduce injuries.
- 404.** c - The first step in forming a schedule matrix is to gather the work schedules of all of the doctors in the practice. For times that the physicians are unavailable, block out those times so that patients cannot be scheduled.
- 405.** c - Advanced scheduling systems involve prescheduling. This allows patients to prepare for their exam ahead of time.
- 406.** a - Employees who are not proficient at using computers may feel more comfortable using a manual scheduling system such as a schedule book. However, these methods are antiquated and are being replaced with computer operated systems.
- 407.** c - Open-hour scheduling is also known as walk-in scheduling and best suits emergency clinics.
- 408.** b - Patients who are habitually late should be scheduled for the end of the day so other patients who have arrived on time do not have to wait for their appointment times.
- 409.** d - Patients who cancel appointments should have this information placed on the schedule to open the time slot up to other patients and in the patient's chart in the Progress Note section.
- 410.** b - Wave scheduling requires having patients scheduled for the top of each hour. Patients are then seen in the order that they arrive in the office. This will allow for small shifts in appointment times if patients arrive early or late.
- 411.** c - Double booking scheduling is when two or more patients are scheduled at the same time. It is used by practices with short visits or high no show rates.
- 412.** c - Cleanliness and order in the office is maintained by all the staff of the physician, not only the medical assistant. There may be a company contracted to clean the office at the end of the day; however, maintaining it is the staff's responsibility.

- 413.** d - Modified wave scheduling decreases waiting time. It is a type of scheduling when hour long blocks are broken down to smaller time increments.
- 414.** b - The Occupational Safety and Health Administration (OSHA) is an agency of the United States Department of Labor. The mission of OSHA is to help employers and employees reduce injuries, illnesses and deaths while on the job.
- 415.** a - To prevent patient overloading during appointments, schedule at least 15 minutes free in the morning and afternoon. This way, there will be time to accommodate changes in the appointment.
- 416.** c - CDC refers to Centers for Disease Control. CDC protects people from health threats by conducting research and disseminating health information about the disease.
- 417.** d - This type of scheduling is clustering. Clustering is when similar procedures are scheduled on predetermined days or time blocks.
- 418.** c - The American with Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. The ADA was passed by Congress in 1990.
- 419.** c - The chief complaint does not identify the diagnosis. It is the main reason for the visit. It can assess the urgency of the visit and the capability of the facility to attend to the patient.
- 420.** d - The medical assistant should have a master list of all supplies and equipment. Supplies should be organized in specific containers with labels and all storage areas should be secured.
- 421.** b - Screening calls allows the health provider to prioritize or triage patients according to who needs care urgently from those who can wait. Emergency patients should be seen immediately and referred regardless of whether they have an appointment or not.
- 422.** d - Partnership, sole proprietorship and corporation are all examples of medical practice management. Liability ownership is not a medical practice management type.
- 423.** a - Establishing a matrix is to block out the times when the health provider is unavailable for appointments. It takes into consideration appointment intervals and break times such as lunch, meetings and rounds.
- 424.** b - Supervision is part of management practice, not a hiring process. Recruitment, interviewing, checking references, selection, negotiation and offer and acceptance are employed in the hiring process.
- 425.** c - The proper procedure when a patient cancels or does not show up is to call the patient for rescheduling and document the missed appointment.
- 426.** b - A performance appraisal assesses an employee's performance objectively. These can be according to the employees' work ethics, teamwork, and attitude. Ethnicity is not a way of assessing employee performance.

- 427.** d - Office equipment are expensive assets. After years of use, they break down. To prevent problems with manufacturers, warranties, service agreements, date of purchase and model and serial number of the item should be kept.
- 428.** b - When a new supply delivery arrives, the first step is to check the packing slip against the supplies to make sure that the delivery was accurate. This prevents misunderstanding between the deliverer and the facility.
- 429.** d - The employee pays half and the employer pays the other half of these taxes. The taxes are applied based on the level of taxable earnings, the length of the payroll period, marital status and the number of withholding allowances claimed.
- 430.** b - A voucher check allows additional information such as deductions to be on the check for the employee's information. These checks are commonly used for payroll. Even if the check is directly deposited, the employee will receive a copy of the voucher check.
- 431.** b - Tracking incoming telephone calls and messages are vital to the operation of an office. A good way of tracking all incoming calls and messages is to create a telephone log.
- 432.** d - Doctor's clinics send appointment reminders in different ways. They give a reminder card before the patient leaves the office, call the patient directly or they can send post cards. Fax transmissions are not typically used.
- 433.** c - In cases where the patient loses his temper, the medical assistant should remain professional. The medical assistant should keep calm and remain courteous.
- 434.** c - SOAP chart is an acronym for: Subjective, Objective, Assessment and Plan. It is also referred to as the progress notes chart.
- 435.** c - When setting up a new patient, it is important to ask the following: name, age, address, date of birth, social security number and insurance policy. Religion is not a standard information ask by health providers.
- 436.** b - AHIMA refers to American Health Information Management Association. It is the professional organization for the field of effective management of health data and medical records. AHIMA's primary goal is to provide the knowledge, resources and tools to advance health information professional practice and standards for the delivery of quality healthcare.
- 437.** d - In recording meeting minutes, the following information should be included: names of attendees and absentees, time, date, and location of the meeting, agenda and motions. All of the choices are needed, thus there is no exception.
- 438.** c - An impression is a tentative diagnosis of the patient. It is part of the Assessment component of the SOAP chart.
- 439.** c - Afebrile means to be without fever. An axillary temperature is taken in the arm pit and is normal at 98.6 degrees F.

- 440.** a - Intermittent fevers are fevers that come and go. They alternate between periods of being febrile then afebrile. Continuous fevers rise and fall slightly over a period of 24 hours. Remittent fevers fluctuate considerably; more than 3 degrees and do not return to normal body temperature.
- 441.** b - Diurnal rhythm is the phenomenon of body temperature fluctuating depending on the time of day. Temperatures taken in the morning are typically lower than those taken throughout the rest of the day.
- 442.** b - Aural readings are done in the ear. The tympanic membrane shares a blood supply with the hypothalamus, which is an area of the brain that controls body temperature. Provided the ear canal is clean and free from debris, the tympanic temperature is the most accurate.
- 443.** d - By using a demonstration and performance method of patient education, the patient is offered a chance to perform a task and have learning assessed while still in the office. This ensures that any questions that the patient has can be answered immediately and any performance issues that are observed by the medical assistant can also be corrected immediately.
- 444.** d - The dorsalis pedis pulse point is located on the arch of the foot, slightly lateral to the midline. It is frequently used to assess adequate blood flow in patients that have poor circulation. Some patients are born without this pulse point.
- 445.** a - Normal pulse rates in infants average around 140 beats per minute. This rate falls to an average of 80 beats per minute in adults.
- 446.** c - To accurately assess a patient's heart rate or pulse, the pulse must be counted for a full minute. Arrhythmias and intermittent pulsations may be missed if not counted for a full minute. Proper finger placement is on the radial artery which is located on the thumb side of the patient's wrist.
- 447.** c - Tachypnea is defined as a respiration rate that is rapid, quick and shallow. Patients experiencing anxiety over a procedure may be hyperventilating, which occurs frequently with tachypnea.
- 448.** c - Rales are often heard during while a patient is taking in a breath, while rhonchi are heard when a breath being exhaled is obstructed by thick secretions in the respiratory tract.
- 449.** c - The most accurate assessment of a patient's respiration rate is to count the breaths while the patient is unaware that you are doing so. Patients who are aware that their respirations are being counted may breathe abnormally.
- 450.** a - Essential hypertension occurs when the blood pressure reading has a systolic pressure reading of equal to or greater than 140 and/or a diastolic reading equal to or greater than 90.

- 451.** b - Korotkoff sounds are sounds generated when the blood starts to flow in an artery that has been temporarily collapsed during a blood pressure reading. There are 5 phases to the Korotkoff sounds and many different health care providers are trained to assess these phases.
- 452.** d - Anthropomorphic measurements are measurements of body size, weight and proportion.
- 453.** b - The apical pulse method is used in infants by placing a stethoscope in the fifth intercostal space, mid clavicular line and counting the beats for a full minute. This method can also be used on adults if the radial pulse method is difficult to perform.
- 454.** d - The jack knife position is used on a specially designed table which allows the patient to lay face down, but keeps the buttocks elevated.
- 455.** c - Skin turgor is assessed when dehydration is expected. The skin is slightly pinched and the amount of time that the skin takes to reassume the normal position is related to a patient's level of hydration. The longer the skin stays folded in the pinched position, the better the chance the patient is dehydrated.
- 456.** c - A susceptible host is one that is capable of being infected with an infectious organism and supporting that organism's growth. Hand washing and aseptic techniques can help to reduce the spread of infectious agents. Being immunized against an infectious agent greatly reduces the risk of contracting an infectious agent and succumbing to that agent's disease.
- 457.** a - Sputum samples could contain potential airborne droplets that may spread disease. Using a face mask and gloves will prevent the spread of infectious agents by protecting the respiratory tract and gloves will prevent the spread of contaminants by the hands.
- 458.** b - Surgical asepsis is the process of preventing pathogens from entering a patient's body. This is done by using sterilization procedures.
- 459.** a - While all of the answers are part of an effective hand washing procedure, the use of friction when washing is the most effective method of removing debris and potential pathogens from the hands.
- 460.** c - Patients who are unable to lie still on the exam table while having an EKG will have poor read outs on the EKG. Electrical signals given off by large moving muscles will inhibit the collection of data from the chest leads. Patients who are very anxious will usually display a rapid heartbeat.
- 461.** c - Increasing the sensitivity control to 20mm will double the sensitivity which will allow for better observation of the small QRS complexes.
- 462.** d - Each small square of the EKG paper represents 0.04 seconds long and 1mm tall. One large square will be 5 small squares long and 5 small squares tall, equating to 0.2 seconds

long and 5mm tall (0.5 mV).

- 463.** a - A three point gait is used when patients cannot bear total weight on one of the legs. The injured leg will move ahead with both crutches followed by the uninjured leg.
- 464.** a - The main reason for the visit of the patient is referred to as the chief complaint. It can also be the primary symptom that a patient states as the reason for seeking medical care.
- 465.** a - Hepatitis D infection requires an associated Hepatitis B infection. Only people who are already infected with Hepatitis B can be infected with Hepatitis D. The outcome of disease largely depends on whether the two viruses infect simultaneously or whether the patient is a chronic Hepatitis B carrier with a new Hepatitis D infection.
- 466.** e - Percussion hammer is used to evaluate reflexes of the patient, not for pelvic examination. Light source, speculum and cotton tip swabs are needed for pelvic examination.
- 467.** b - The patient has a fast pulse and is breathing slow- tachycardia and bradypnea. The normal pulse rate is 60-100 bpm and normal respiration is 12-20.
- 468.** c - The part of the medical history that includes information about occupation, diet, marital status and sexual activity is the social history. The social history assists the physician in determining whether the patient's lifestyle is a factor for the medical condition of the patient.
- 469.** a - Personal protective equipment should be worn at all times especially when in contact with infected patients. Universal precaution is an approach to treat all human blood and certain body fluids as if they were known to be infectious for HIV, HBV and other blood borne pathogens.
- 470.** a - Spirometry measures the amount of air inhaled and exhaled from the lungs. It evaluates the movement of oxygen from the atmosphere into the blood circulation
- 471.** c - Smoking cigarettes and drinking alcoholic beverages are both part of the social history. Social history also includes information about occupation, diet, marital status and sexual activity.
- 472.** d - The Trendelenburg position involves placing the patient head down and elevating the feet. Trendelenburg position is used by healthcare providers as a first-line intervention in the treatment of acute hypotension and shock.
- 473.** b - Febrile seizure is a seizure caused by a fever in infants or in children. During the seizure, the child often loses consciousness, and develops a sudden, jerking movements of a limb or of the body, caused by involuntary contraction of muscles. Febrile seizures are usually benign, even though, it looks dangerous.
- 474.** c - The physical examination is not part of the medical history. The physical examination is performed after the history. Present history, family history and review of systems are all components of the medical history.

- 475.** a - A carotid pulse is the pulse that can be felt on the right side of the neck, over the carotid artery. In CPR, the carotid artery can be felt on both sides of the Adam's apple for 5-10 seconds.
- 476.** c - The sigmoid is the last part of the large intestines. Sigmoidoscopy is the visual examination of the last part of the colon.
- 477.** a - Generally, medical personnel do not wear gloves when performing blood pressure. Wearing gloves is recommended in transporting possibly contaminated fluids such as: transporting a urine specimen, lubricating a foley catheter and drawing blood.
- 478.** b - The information presented should be placed under the Present History or the History of Present Illness. The Present history is the detailed information of the patient's chief complaint.
- 479.** c - Intermittent fever is when the patient has alternating days with fever and days with normal temperature. Malaria is an example of a disease where fever comes and goes.
- 480.** c - Pulse oximetry is used to measure oxygen saturation in arterial blood. It is considered to be a noninvasive, painless and a general indicator of oxygen delivery to the tissues.
- 481.** b - Open-ended questions are questions which require more explanation than a simple "yes" or "no" answer. Close-ended questions are questions which can be answered by a simple "yes" or "no,".
- 482.** d - Means of termination is not a component or link to the infection cycle. The links to the infection cycle are: infectious agent, reservoir, portal of exit, transmission, portal of entry and susceptible host.
- 483.** a - The pulse rate should be the same as the heart rate. The pulse is the throbbing motion as the wave of blood hits the artery wall during heart activity or heart beat.
- 484.** d - Making conclusions or judgments about the patient's behavior is not a proper way of interviewing patients. The purpose of the interview is to find the diagnosis and to treat the patient correctly.
- 485.** c - The purpose of ear installation is to treat otitis externa or media. Medicine instilled into the ear is absorbed through the skin of the ear canal and membranes of the eardrum. It is used primarily to treat wax build-up and inflammations or infections of the ear.
- 486.** d - The patient has orthostatic hypotension or postural hypotension. Orthostatic hypotension is defined as a decrease in systolic blood pressure of 20 mm Hg, or a decrease in diastolic blood pressure of 10 mm Hg within three minutes of standing when compared with a blood pressure from the sitting or supine position. It results from an inadequate response to position changes in blood pressure.
- 487.** a - The thumb has its own pulse called the Thenar pulse. The pulse of the thumb can interfere with the counting of the pulse, thus it is not recommended to use.

- 488.** b - When documenting the medical history of the patient, a non-erasable ink should be used. Erasable ink or pencils are not recommended for documenting legal documents such as the medical chart.
- 489.** b - A sphygmomanometer is an instrument for measuring arterial blood pressure. There are 3 types of sphygmomanometer: aneroid, electronic and manual.
- 490.** a - Sterilization is the killing or removal of all microorganisms, including bacterial spores. Sterilization can be achieved through dry heat, steam, radiation or chemical methods.
- 491.** a - The proper position to take the blood pressure is to place a patient in a sitting position with an arm extended at heart level. Research has shown that position can affect the patient's blood pressure readings, therefore, proper patient positioning is important to have an accurate blood pressure determination.
- 492.** b - Red tip thermometers are rectal thermometers. Blue tip thermometers are used orally or axillary.
- 493.** d - The process of eliminating pathogenic microorganisms using chemicals is disinfection. Disinfectants are chemicals that are used on inanimate objects to either eliminate microorganisms or to make them inactive.
- 494.** d - In a pap smear, the patient should be placed in the lithotomy position. In lithotomy, the patient is on her back with the hips and knees flexed and the thighs apart. The position is often used for vaginal examinations and childbirth.
- 495.** b - An avulsion is a type of wound where the tissue is not just separated but torn away from the body, forming a flap. Avulsion wounds may take longer to heal because they cannot be closed with tape or stitches.
- 496.** d - A scotch tape test is the simplest and effective way of detecting pinworm infestation. The tape is viewed under the microscope, and if "D" shaped eggs are seen, a diagnosis of pinworm infestation is made.
- 497.** b - Diplococci are bacteria that are seen in the microscope as pairs of round looking organisms. Neisseria gonorrhoea is a bacteria that is classified as an STD, and is an example of a diplococcus.
- 498.** c - Before weighing the patient, the medical assistant should check first if the weighing scale is calibrated and balanced to prevent false readings. The rest of the choices are not required in weighing the patient.
- 499.** d - Cold and heat modalities help in reducing inflammation and swelling and breaking the pain cycle. They can also decrease muscle spasms and improve circulation.
- 500.** b - Vital signs are objective findings. Accurate reporting of readings are a must in vital signs. The medical assistant should avoid estimation of the readings because treatment of patients rely on these vital signs.

- 501.** b - The radial artery is found in the groove on the thumb side of the inner wrist. This is the most commonly used side and very easily accessible.
- 502.** d - Streptococci are bacteria that are seen in the microscope as round arranged in chains. It is also classified as Gram-positive bacteria.
- 503.** a - Hepatitis A is transmitted via oral – fecal route. Infectious food handlers may contaminate non-cooked foods, and it can also occur through ingestion of contaminated food or water.
- 504.** a - The normal pulse is 60-100 beats per minute. This patient has a pulse rate of 88; therefore, you should tell the patient that the pulse is normal.
- 505.** b - Amoeba is a parasite classified under protozoa. They are single-celled organisms found in contaminated water that can cause dysentery - inflammation of the intestines causing diarrhea with blood.
- 506.** b - The conversion factor from pounds to kilograms is 0.45. To find out how many kilograms in a pound, multiply the number of pounds by the factor, 0.45. The patient weighs 90 kg.
- 507.** c - Tuberculosis (TB) is caused by the bacteria Mycobacterium Tuberculosis. Chicken pox, Herpes and Measles are diseases caused by viruses.
- 508.** a - The kilograms to pounds weight conversion factor is 2.2. One kilogram is equivalent to 2.2 pounds. To get the pounds, you have to multiply the kilograms by 2.2. The patient will be 220 lbs.
- 509.** a - Lyme disease is caused by the bacteria Borrelia burgdorferi. It is transmitted through the bite of an infected tick. Symptoms include fever, headache, fatigue, and a characteristic skin rash called erythema migrans.
- 510.** d - Pulse pressure is the difference between the systolic and diastolic pressures. By subtracting 80 from 120, the pulse pressure will be 40 mmHg.
- 511.** a - The chief complaint is the main reason for the patient's visit.
- 512.** c - Antibiotic resistance is best prevented by following the recommended dose and duration of the antibiotic treatment. Most resistance is due to incomplete treatment because of non-compliance of patients.
- 513.** c - Rash is an objective finding. Objective data are information based on what the health provider observes, hears, smells and feels. It also includes measurable information such as laboratory tests and the physical examination.
- 514.** d - Hypertension can be classified as: essential, secondary and malignant. Benign hypertension is not a standard classification for hypertension.

- 515.** c - Subjective data includes information about what the patient feels. Symptoms are considered subjective information such as abdominal pain.
- 516.** b - Pink eye (Conjunctivitis) is highly contagious. Most viruses that cause conjunctivitis are spread through hand-to-eye contact by hands or objects that are contaminated with the infectious virus. Hands can become contaminated by coming in contact with infectious tears, eye discharge, fecal matter or respiratory discharges.
- 517.** a - The question of the medical assistant is an example of a leading question. Leading questions suggest the desired answer to the patient. A better way of to pose this question would be, "Do you drink alcoholic beverages?"
- 518.** b - The key to successful interviewing is aligning between verbal and nonverbal messages conveyed to the patient. Looking at the clock conveys to the patient inattention and disinterest.
- 519.** c - Cheyne-Stokes respiration is an abnormal breathing pattern described as periods of tachypnea alternating with periods of apnea. The condition was named after two physicians who first described it in the 19th century - John Cheyne and William Stokes.
- 520.** d -Chorea is an involuntary, purposeless, non-rhythmic, abrupt movement that flows from one body part to another. It is caused by damage to the caudate nucleus in the brain.
- 521.** b - Risk factors for heart disease include the following: diabetes, smoking, high cholesterol, inactivity, family history, obesity, and hypertension. Immunization is not a risk factor for heart disease.
- 522.** a - Allergies are placed on a separate section or as part of the Past History. Questions to ask in the Present Illness section are: timing, location, associated symptoms, aggravating, and relieving symptoms.
- 523.** c - An autoclave is a pressurized chamber used to sterilize equipment and supplies. The recommended settings for an autoclave is: 250 degrees Fahrenheit for 20-30 minutes at 15 pounds of pressure.
- 524.** b - The review of systems is a list of signs/symptoms organized by organ systems designed to uncover underlying conditions and diseases. To address the patient as a whole, the doctor has to uncover all health issues.
- 525.** a -To locate which organ is most likely affected from the patient's symptoms, divide the abdomen into four sections and ask the patient to identify the location of the pain. Although it is not that accurate, it is a good way of localizing which organ can possibly be included in the differential diagnosis.
- 526.** c - Substernal pain is pain under the breast bone. It may indicate a cardiac origin; therefore, it must be further investigated.

- 527.** a - The radial pulse is the most common pulse point used by health practitioners because it is the most accessible and convenient. The normal pulse rate is 60-100 bpm.
- 528.** c - The pulse rate should be counted for one minute to be accurate. The pulse is counted as beats per minute.
- 529.** b - The apical pulse is located in the left side of the chest. To take the apical pulse, a stethoscope and a watch are needed.
- 530.** d - It is thought that fruit bats are natural hosts of the Ebola virus. Ebola is introduced into humans through close contact with the blood or bodily fluids of infected animals such as chimpanzees, fruit bats, monkeys, and forest antelope in the rainforest.
- 531.** a - Sterilization indicator strips indicate exposure to the conditions which will achieve sterilization- the proper combination of time and temperature in the presence of steam.
- 532.** d - Sodium citrate is found in the light blue collection tubes. This tube is used most often for tests that assess coagulation times.
- 533.** d - All three of these veins are located in the antecubital space, which is the space opposite the elbow on the arm.
- 534.** d - Bilirubin is easily broken down by light, so all samples testing positive for bilirubin should be protected from light exposure. Any urine samples that are brown in color should be suspect for the presence of bilirubin.
- 535.** c - An H&H stands for hemoglobin and hematocrit, which are tests that are found in a complete blood count. These tests are drawn in a lavender tube. Blood for glucose testing is drawn into grey tubes.
- 536.** a - Specific gravity measures the concentration of solutes in a liquid compared to the concentration of distilled water. Normal specific gravity readings of human urine range from 1.005-1.030.
- 537.** d - The AP position is the Anteroposterior Projection. Patients in the AP position are facing away from the X-ray film.
- 538.** c - Clinitest tablets are used to detect glucosuria. This test is useful when urines are discolored and proper color assessment cannot be done.
- 539.** a - The smallest of the white blood cells is the lymphocyte. Monocytes are the largest white blood cells.
- 540.** b - Materials Safety Data Sheets are used to provide employees information on all chemicals that are used in their place of work. Health information is readily accessible and can be used to help employees who have been injured by the use of these chemicals.
- 541.** a - Hepatitis C is 100 times more virulent than Hepatitis B.

- 542.** a - The National Fire Protection Agency has designated a safety diamond to be used to indicate the threat level of a particular chemical. The blue diamond indicates potential hazards to a user's health when the particular chemical is used.
- 543.** d - Luteinizing hormone is released by the pituitary gland to stimulate ovulation. Women with infertility monitor LH levels to time intercourse to achieve conception.
- 544.** d - Manual hematocrits are a CLIA Waived method for monitoring anemia. Blood is collected in a microcrit tube, centrifuged, and the percentage of plasma to cells is measured.
- 545.** c - Collecting blood specimens from newborns is most safely done by collecting blood from the lateral or medial aspect of the baby's heel.
- 546.** b - Sweating is a common occurrence with anxiety. Provided the patient is not showing signs of fainting, the phlebotomy procedure can be performed. Notify the physician if the patient does faint.
- 547.** a - Prothrombin times (PT/INR) are frequently used to monitor Coumadin (warfarin) therapy. This medication is an anticoagulant which slows the blood's ability to clot.
- 548.** c - The erythrocyte sedimentation rate is a screening test for inflammation. The test is not used to diagnose any condition and abnormal results should be investigated further. Results are reported in millimeters per hour.
- 549.** c - A patient who has blood type AB has AB antigens on his red blood cells. A donor that has antibodies to AB antigens cannot donate plasma to an AB patient. Of the above listed answers, only an O type donor can donate to this patient as O donors have no antibody stimulating antigens and no donated antibodies since the donation was packed red blood cells.
- 550.** c - Normal values for ESR are 0-10 mm/hr for men and 0-20 mm/hr for women.
- 551.** c - The Gram Stain procedure uses 4 chemicals: crystal violet (primary stain), Gram's iodine (mordant), Methyl Alcohol (decolorizer) and Safranin (counterstain).
- 552.** a - To accurately measure liquids that are in containers, hold the container at eye level and read the volume at the bottom of the meniscus.
- 553.** b - Quality controls are done for each analyte tested to ensure reliability of the results obtained from that test. There are no laws requiring that QC be performed, but most accrediting bodies will require QC to be done in order to maintain accreditation.
- 554.** a - Urine pregnancy tests detect HCG in a pregnant woman's urine. Blood levels of HCG are usually higher and register earlier than HCG levels in the urine.
- 555.** b - Casts in the urine are much larger than most of the other microscopic structures. Casts

should be observed under low power so their presence can be noted. Using high power could cause the viewer to over magnify and miss the structures.

- 556.** c - Patients experiencing pancreatitis will have increased blood levels of amylase and lipase, two enzymes produced by the pancreas that break down carbohydrates and lipids, respectively.
- 557.** c - QRS waves represent ventricular contraction. Abnormalities of the QRS represent the ventricles. In the same way, the P waves represent atrial contraction.
- 558.** b - The standard ECG paper speed is 25 mm per second. Each small box horizontally is 0.04 seconds and 0.1 mV vertically
- 559.** c - Somatic tremor is the term for ECG interference for patient movement. It will show a fuzzy baseline on the ECG tracing.
- 560.** b - The V4 electrode is placed on the 5th ICS on the left mid-clavicular line. V5 and V6 electrodes are placed on the 5th ICS anterior and mid axillary lines.
- 561.** a - A V1 chest lead is placed on the 4th ICS to the right of the sternum. V2 is placed on the left of the sternum. V3 is placed between V2 and V4. V4 is placed on the 5th ICS, left mid-clavicular line.
- 562.** a - Patients who wake up at night to urinate is referred to as nocturia. This condition can be a sign of diabetes.
- 563.** c - The patient has uremia based on the blood tests. Uremia is accumulation of wastes in the blood such as BUN and creatinine due to renal disease.
- 564.** c - Lysol is not used to clean sites for blood culture. Lysol is a disinfectant that is used for inanimate objects and not on living tissues.
- 565.** c - If the ABG sample is not analyzed immediately, a false reading can result due to blood cell metabolism. Using ice slows metabolism, allowing the blood sample to stay viable for a longer time period, possibly up to 30 minutes.
- 566.** a - Normal bleeding time is 2-8 minutes. Bleeding time is a test used to determine how quickly your blood clots to stop you from bleeding. The test involves making small, superficial cuts on the skin.
- 567.** d - The finger is usually the preferred site for capillary testing in an adult patient. The sides of the heel are only used in pediatric and neonatal patients. The middle or the ring fingers are the recommended sites for capillary puncture.
- 568.** b - The number one complication of venipuncture is hematoma. When blood leaks to the surrounding tissues because of inadequate hemostasis, hematoma can occur.

- 569.** d - Nitrite and leukocyte esterase are chemicals in the urine that indicate a UTI. Most bacteria that colonize in the urinary tract cause nitrates to be converted to nitrites.
- 570.** b - For a surgical hand washing (often called a “surgical scrub”) it is very important to remove dirt and microorganism from the surface of the skin. Included in materials needed would be surgical soap, orange sticks, sterile towels, and a sterile surgical scrub brush. The total hand washing should be approximately 10 minutes.
- 571.** b - Heterograft can also be called a xenograft and it is the transplant of animal tissue into a human. An example of this would be using the heart valve from an animal into the heart of a human being. An isograft is a transplantation from a genetically identical twin. Homograft, also called allograft, is a tissue transplant between two humans (not identical twins). An autograft is a transplantation of a person’s own tissue from one part of the body to another.
- 572.** a - The ECG machines requires calibration to ensure accuracy. The ECG machine has a auto calibrate feature in which the EKG machine prints a calibration mark as a square wave that is 10 mm high, 2 mm wide.
- 573.** b - Electrode V3 is placed between V2 and V4. Electrode V2 is placed on 4th ICS left sterna border, and V4 is placed on the 5th ICS mid clavicular line.
- 574.** a - Lead I represents the electricity from Right arm to Left Arm (RA-LA). Lead II represents the electricity from Right arm to Left Leg (RA-LL), and lead III represents the electricity from Left arm to Left Leg (LA-LL).
- 575.** d - The following are colors of the ECG cables: RA- white, LA- black, RL- green and LL –red. These colors are for the limb cables.
- 576.** c - Proper placement of electrodes requires cleaning the sites with alcohol to remove oils, dirt and substances on the skin. This will prevent the electrodes from falling from the skin throughout the duration of the procedure.
- 577.** c - Ishihara test is a test for color-blindness. Patients are asked to distinguish numbers printed on a background of colored spots.
- 578.** d - All can be used. Snellen, E chart and Landolt C charts are charts used to check for visual acuity.
- 579.** b - A mass in the hilar area is suggestive of lung cancer. To determine if the mass is cancerous or benign, the physician would most likely do a bronchoscopy to visualize the bronchi and perform a biopsy if a mass is accessible.
- 580.** b - Hematomas and bruising without a history of trauma or abuse is indicative of a bleeding disorder. Patial Thromboplastin time (PTT) is used primarily to investigate unexplained bleeding or clotting. Abnormalities in hemoglobin, hematocrit and leukocyte do not generally result in hematomas and bruising.

- 581.** a - Stool guaiac test detect blood in the stool. It is one of the most common form of FOBT (Fecal Occult Blood Test). It screens for colon cancer, polyps, tumors, angiodysplasia, diverticulitis and inflammatory disease.
- 582.** c - Hemoglobin A1C test is used to monitor treatment compliance in a diabetic patient. It measures the average blood sugar level of the patient for the past three months.
- 583.** c - The recommended test for gallstones is an abdominal ultrasound or abdominal CT scan. Other further tests that can be requested are HIDA scan, MRI or ERCP.
- 584.** d - Hypertension is diagnosed by using a stethoscope and sphygmomanometer. To be accurate, two to three readings on different occasions that are high are required for the patient to be diagnosed as hypertensive.
- 585.** a - The recommended ages for testing cholesterol and LDL for men and women are 35 and 45. Lipid screening is recommended for all patients with diabetes, hypertension, CAD and coronary equivalents.
- 586.** d - Abdominal aortic aneurysm, diabetes, peripheral vascular disease and carotid artery disease are CHD equivalents. Thrombophlebitis is not considered a CHD equivalent.
- 587.** c - Mammography should be done starting at age 40, then every 2 years. As a screening test, only mammography is proven to lower mortality.
- 588.** a - Meningococcal vaccine is routinely indicated at age 11. The vaccine is also indicated for adults with the following conditions: asplenia, complement deficiency, dormitory residents, and military.
- 589.** d - If you suspect alcoholism in a patient, you should ask the four CAGE questions:
1. Have you ever felt you should cut down on your drinking?
 2. Have people annoyed you by criticizing your drinking?
 3. Have you ever felt bad or guilty about your drinking?
 4. Have you ever had a drink first thing in the morning to steady your nerves or to get rid of a hangover?

The normal cutoff for the CAGE is two positive answers.

- 590.** d - According to CDC, Tetanus toxoid is given to adolescents and adults as a booster shot every 10 years, or after an exposure to tetanus. Tetanus is a serious disease that causes painful tightening of the muscles. It is also referred to as lock-jaw.
- 591.** c - Cross sectional is not a view in chest radiography. The different x-ray views are PA, AP, lateral, decubitus and apical lordotic views.
- 592.** a - A contusion is bruising of the affected area, also known as an ecchymosis.
- 593.** d - The young and elderly have increased risks for medical emergencies including heat

injury, infections, and falls.

- 594.** c - Any time a patient passes out or appears to be sleeping, shake the patient to see if you can rouse him. Checking for a pulse, calling 911, and initiating CPR would all follow if the patient does not become alert.
- 595.** d - Preparing the office for an emergency would include training on emergency procedures, documentation of the training, keeping all employees current on CPR certification, and providing employees with documentation of policies and procedures for emergency situations, including proper health information such as the info provided through MSDS sheets.
- 596.** a - Chest compressions given during CPR should be done at a rate of 100 compressions per minute.
- 597.** c - Penetrating wounds that leave behind an object may have broken and then blocked important blood vessels. Removing the object may cause intense bleeding. The patient's wound should be gently wrapped with the object intact. The patient should then be taken to the nearest emergency room to have the object removed.
- 598.** d - The ABC method stands for: Airway, Breathing, Circulation. When encountering a patient who appears unconscious, first assess for adequate airway by performing the "head lift, chin tilt." Next look, listen and feel for breathing. Finally, check for a pulse.
- 599.** d - Honey bees are known to leave stingers in a patient's body when it has stung. To safely remove the stinger, have the patient scrape at the stinger to avoid unnecessarily adding more venom to the patient's body. Patients should remain calm and still. Patients who are known to have an allergy to bee venom should be treated immediately with an EPI pen or taken to the nearest ER.
- 600.** d - The signs and symptoms of a heart attack can vary from patient to patient. The most commonly reported symptoms are fatigue and anxiety, along with chest, arm, or jaw pain. Cyanosis and syncope can also be observed, along with pallor.
- 601.** a - The sun has the highest potential for causing burns between the hours of 10am and 2pm. Sunscreen, while recommended, does not protect users for the entire day and should be reapplied every couple hours throughout the day.
- 602.** b - The acronym FAST stands for: Face, Arms, Sentence, and Time. Patients that are having a stroke will show asymmetry of the face, will not be able to hold his arms at the same level out to the sides, will not be able to repeat a sentence, and needs to get to the emergency room without wasting time.
- 603.** a - The Rule of Nines is used to assess the amount of body surface that has been burned. Most body areas are divided out based on 9%, with the exception of the genitalia, which is only 1%.
- 604.** b - Frostbite is dangerous because it can take away a patient's ability to accurately assess

the temperature of water that is used to treat it. This could result in potential burns, making the frostbite even more dangerous. Warm water should be used to warm the area. Medical assistance is necessary if the tissue appears to be necrotic.

- 605.** c - Patients having seizures may or may not convulse and have thrashing movements. Those that are convulsing and thrashing should be moved to an open area where they can remain safe until the seizure subsides. Never place anything into a patient's mouth. Swallowing the tongue is anatomically impossible.
- 606.** c - Vomiting is a sign that the patient may have experienced a concussion. Patients that are nauseous after an accident should be evaluated immediately by an emergency professional.
- 607.** c - The xiphoid process is located at the inferior aspect of the sternum. If the hands are placed too close to this process and pressure is applied, the process can break off and damage internal organs.
- 608.** d - Hemorrhagic or hypovolemic shock are the result of major blood loss.
- 609.** c - Greenstick fractures are the result of a bone bending and partially breaking just as a green stick from a tree would exhibit if one was to try to break it in half.
- 610.** a - First degree burns usually do not blister and affects only the epidermal layer of the skin. Second degree burns will affect both the epidermis and dermis, while third degree burns will also blister.
- 611.** b - Applying pressure to the brachial pulse point will slow the bleeding coming from the injury. Tourniquets should not be used as they could potentially inhibit blood flow to the area which could lead to necrosis of the surrounding tissue.
- 612.** b - The AED will initiate an electrical charge which is intended to stop the heart. When this charge is launched with a patient that is lying in water could send the shock out to responders.
- 613.** c - Cyanosis is defined as a condition of being blue. This condition occurs when patients are having difficulty oxygenating their tissues. Blood gas chemistry results will show low blood oxygen levels and high CO₂ levels.
- 614.** b - Diaphoresis is a medical term meaning, "profuse sweating," and is often associated with emergency situations such as heart attacks or diabetic episodes.
- 615.** c - To properly attempt to dislodge solid materials from the airway of a pregnant woman, chest thrusts are used in lieu of abdominal thrusts. Chest thrusts, while not as effective as abdominal thrusts, will reduce the risk of harming the fetus.
- 616.** c - CPR certification should be renewed every two years to ensure that providers are kept up to skill and are aware of new trends and procedures related to resuscitation.

- 617.** b - In diabetic emergencies, such as hypoglycemia, giving a sugar source is the next best step. A sugar source can be a juice, candy or soda.
- 618.** c - Anaphylaxis is a life-threatening allergic reaction to an allergen. Symptoms of anaphylaxis include: shortness of breath, hives, itchiness, swelling, chest discomfort, nasal congestion, abdominal discomfort, dizziness.
- 619.** c - If a person has collapsed, check if the person is unconscious. Gently shake the patient and shout, "Are you okay?" If there is no response, call for help. Call 911 or your local emergency number.
- 620.** b - A transient ischemic attack (TIA) is when blood flow to a part of the brain stops for a brief period of time. A person will have stroke-like symptoms for up to 24 hours.
- 621.** b - The patient's presentation is hypovolemic shock due to massive blood loss. The patient presents with rapid and weak pulse, shallow breathing, hypotension and cold and clammy skin.
- 622.** c - Patients that are middle age and having chest pains suggesting of heart in origin, the next best step is to do an ECG and rule out myocardial infarction or heart attack. Other causes of chest pain should also be ruled out.
- 623.** c - A sprain is a stretch or a tear of a ligament. Application of "RICE" is appropriate for sprains. RICE refers to Rest, Ice, Compress and Elevate. From the choices, conditioning is not part of RICE.
- 624.** b - Second degree burns or partial thickness burns are painful and develop blisters. The site should be immersed in cool water and a sterile dressing applied.
- 625.** a - The patient has life-threatening condition called septic shock caused by an overwhelming infection. Shock is caused by decrease in oxygen and leads to low blood pressure, weak pulse, increased respiratory rate, cold, clammy skin and anxiety.
- 626.** c - The initial step in a bleeding patient is to prevent the patient from bleeding further by applying direct pressure on the site. Applying a tourniquet below the site will not stop the bleeding. The part should be elevated.
- 627.** c - If the patient cannot speak, cough or breathe, performing the Heimlich maneuver is the next best step. If the person is sitting or standing, stand behind him or her. Form a fist with one hand and place your fist, thumb side in, just below the person's rib cage in the front. Grab your fist with your other hand. Give quick inward and upward thrusts.
- 628.** c - The next best step is to sit the patient with the head lower than the heart, loosen the patient's clothing, apply a cool cloth to the head and pass ammonium salts under the nose.
- 629.** c - In evaluating emergency cases, unless the patient is in harm's way, do not move the patient. The patient can have a spinal cord injury and moving the patient can inflict more damage to the patient.

- 630.** b -Epinephrine is the medication of choice in the first-aid treatment of anaphylaxis. Epinephrine reverses the effects of anaphylaxis on the heart, lungs, skin and skeletal muscles.
- 631.** a - Nitroglycerin is used to treat angina pectoris in patients who have coronary artery disease. Nitroglycerin is a vasodilator. It works by relaxing the blood vessels so that more blood and oxygen can flow through the heart.
- 632.** a -The most common cause of a Colle's fracture or distal radius fracture is a fall onto an outstretched arm. A fracture of the distal radius happens when the area of the radius near the wrist breaks.
- 633.** d - An avulsion is a serious soft-tissue injury. It occurs when a section of the soft tissue is partially torn away, leaving a flap of skin hanging from the body.
- 634.** c - An abrasion is the rubbing away or scraping of the skin surface by friction against another rough surface. Abrasions are superficial wounds, thus there is not much bleeding.
- 635.** c - Diabetic Ketoacidosis or DKA is a severe diabetic complication that occurs when the body produces high levels of ketones in response to lack of enough insulin. Without insulin, glucose builds up in the blood. Since the body is unable to utilize sugar for energy, it breaks down fat instead. When this occurs, ketones are produced as an alternative source of fuel.
- 636.** b - The initial treatment for someone who has recently been exposed to Poison Ivy includes rinsing the affected area with generous amounts of water to flush the resin. Cleaning the clothing that may have come into contact with the plant should be done next.
- 637.** b - The recommended pulse site to check for circulation in an infant is the brachial pulse. The brachial pulse is located in the inner aspect of the upper arm.
- 638.** c - Myocardial ischemia refers to an insufficient blood flow to the heart muscles, resulting in chest pain. If left untreated, it can result to a heart attack or myocardial infarction.
- 639.** d - According to the rule of nines, in a child, each lower extremity is 14%. Here are the proportions for the rest of the body: 9% for each arm, 18% for head, 18% for front torso, 18% for back torso and 1% for the genitalia.
- 640.** a - A greenstick fracture occurs when a bone bends and cracks, instead of breaking completely into separate pieces. This type of broken bone most commonly occurs in children because their bones are softer and more flexible than adults.
- 641.** d - ABC refers to: Airway, Breathing, Circulation. ABC is an acronym to aid in remembering the initial steps in performing CPR - Open the airway, check the breathing and pulse.
- 642.** a - Pregnancy category ratings place drugs in one of five categories depending on the potential risk to the fetus from the drugs. Category A is the safest category for drugs.
- 643.** d - Drug schedules place controlled substances in categories based on the potential for abuse. Category I drugs have the most potential for abuse while Category V have the

lowest.

- 644.** c - One gram is equal to 1000 milligrams. Giving 500 milligrams of medication would equate to 0.5 grams of the same medication.
- 645.** d - Phenergan (promethazine) is an antiemetic prescribed to treat nausea and vomiting.
- 646.** a - Antiarrhythmic medications are prescribed to treat conditions where the heart is beating irregularly.
- 647.** b - Nexium is a medication used to control acid secretions of the stomach and can help to decrease the symptoms of acid reflux.
- 648.** d - Zoloft (sertraline hydrochloride), Paxil (paroxetine hydrochloride), and Celexa (citalopram) are all prescribed to treat depression. Procardia (nifedipine) is a calcium ion influx inhibitor and is used to treat pathology of the coronary circulation.
- 649.** a - To accurately calculate dosages, use the formula (Ordered dosage/ Dosage on hand) * Amount of drug = Dosage to be given. Amount of drug is the number of capsules, pills, or milliliters necessary to give the dosage on hand.
- 650.** b - The Drug Enforcement Agency has federal jurisdiction over controlled substances that are prescribed in the medical office.
- 651.** a - Subcutaneous injections are given in the fatty layer of the skin at a 45 degree angle. This injection procedure is used for medications that do not exceed 2 mls. The upper, outer arm is the most common area for this type of injection.
- 652.** b - Needle gauge is determined by the size of the lumen. The larger the size of the lumen, the smaller the gauge size. A 16 gauge needle has a larger lumen than a 21 gauge needle.
- 653.** a - Parenteral medications are given through routes other than the GI tract. Non-parenteral medications are injected or given through the skin or mucous membranes.
- 654.** c - Medications that are to be administered by the intramuscular method are intended to be delivered to muscle tissue. Patients whom are obese will have a larger area of subcutaneous tissue covering the muscles. Using a longer needle will ensure the medication is delivered in the proper area. However, a needle that is too long could damage bones, nerves, and other anatomical structures.
- 655.** c - Insulin injections are given subcutaneously. The site should not be massaged after administration as the medication needs to distribute slowly.
- 656.** d - Proper instillation of eye medication is to place the drops in the conjunctival space and allow the patient to blink after instillation to distribute the medication.
- 657.** b - Buccal administration methods are used to control the flow of medication through the mucosa of the cheek in the inner mouth. Monitoring this process in small children is

difficult as infants and toddlers may swallow the medication.

- 658.** d - The intradermal route of medication administration is used to test for allergies, test for exposure to tuberculosis bacteria, and to monitor sensitivity to reaction-inducing medications.
- 659.** a - Transdermal patches contain medication that is intended to slowly be absorbed through the patient's skin. Medical Assistants should wear gloves or wash hands thoroughly after applying the patch to avoid absorbing some of the medication.
- 660.** c - The patient should be given 20 milliliters of the medication as each milliliter contains 2.5 mg of medication.
- 661.** d - Clark's Rule is a method of calculating children's dosages based on a child's weight. This rule assumes that the child's weight and height are in proportion and uses the weight of 150lbs as the adult average weight.
- 662.** a - Several different pieces of information are necessary on a prescription pad. The inscription is the portion of the form that indicates the ingredients to be used in the medication.
- 663.** d - Taking verbal orders introduces the potential for errors. Medical assistants can reduce the chance for errors by writing the orders down exactly as heard, repeating the order back to the physician, and asking for clarification.
- 664.** c - The abbreviation q.i.d. means four times per day. Three hundred milligrams times four times per day times 10 days is equal to 12,000 mg.
- 665.** c - The first step is to convert milligrams to grams. It takes one thousand milligrams to make one gram, so divide 500 by 1000. The result is 0.500 grams. 0.5 grams is one half of 1 gram. Therefore one half of a tablet should be given.
- 666.** d - Measuring medication is a responsibility of a medical assistant that requires attention to detail. Accurate syringe measurements are most effective when the volume of medication closely matches the total volume of the syringe without going over. Reading measuring cups at eye level ensures that the measurement is taken straight on, which reduces the chance for reading errors.
- 667.** a - An elixir is a drug that is sweetened and flavored; however, it is thinner than syrup. The active ingredients of elixir are mixed with a liquid, usually a kind of syrup or alcohol, in which they can dissolve.
- 668.** c - Toxicology is a branch of pharmacology concerned with the study of the adverse effects of chemicals on living organisms. It is the study of symptoms, mechanisms, treatments and detection of poisoning.
- 669.** a - Liniment is a form of a drug is used externally with friction to produce the feeling of heat to an area. It is a liquid that is rubbed on the skin to relieve pain or stiffness in the muscles.

- 670.** c - Hemostatics are drugs that prevent or stop the patient from further bleeding. Hemostasis is achieved through 3 mechanisms that work together to stop the flow of blood: vasoconstriction, platelet plug formation and clotting of blood.
- 671.** d -The 6 rights of drug administration are: right medication, right route, right time, right patient, right dosage, right documentation. Right doctor is not one of the 6 rights of drug administration.
- 672.** a - Metabolism is the conversion of one chemical compound into another. Most drug metabolism occurs in the liver. The result of drug metabolism is to make the drug less active and less toxic or harmful.
- 673.** a - Centi is a prefix that is a factor of one hundredth. It is written as 0.01.
- 674.** b - If the doctor writes the prescription and does not mark the DAW box, the pharmacist can substitute a generic version of the drug. This can save the patient money, while still providing the patient with medication equivalent to the prescription.
- 675.** c - Intramuscular (IM) injections are inserted at a 90 degree angle. Examples of IM drugs are: HPV, Tetanus Diphtheria, Hepatitis A and B.
- 676.** a - The abbreviation q6 refers to every 6 hours. If the medication is to be given every 6 hours, then it should be given 4 times in a span of 24 hours.
- 677.** a - The signature "ss tab TID x 14 d" means take ½ tablet three times a day for 14 days. The signature of the prescription tells the patient directions on how to take the drug.
- 678.** d - PPD injections for diagnosis of Tuberculosis is performed using the intradermal injection technique. intradermal injection is the injection of a small amount of fluid into the dermal layer of the skin
- 679.** d - Repatatatur is the part of the prescription that tells the pharmacist if the medication can be refilled or not. It also gives information on how many times it can be refilled.
- 680.** c - In prescription writing, s.o.s. means "if necessary". Stat means "immediately", h.s. means "at night" and p.o. means "by mouth".
- 681.** d - The abbreviation for drops is "gtt"; subcutaneous is "s.c.", at night is "h.s.", and after meals is "p.c."
- 682.** c - The patient will take two tablets, totaling 60 mg in the morning and two tablets, totaling 60 mg in the evening. That will be a combined total of 4 tablets in one day.
- 683.** d - Hallucinogens excite the central nervous system. Depressants, barbiturates and tranquilizers depress the central nervous system and can be used for brief periods of time under the care of a physician.

- 684.** b - Transdermal drug delivery is a method of applying a drug to unbroken skin. Absorption is continuous and enters the bloodstream through the skin. Transdermal patches are applied to a clean, dry, and hairless area of the skin.
- 685.** d - A cartridge, or prefilled, syringe, is a sterile disposable syringe. The needle units are manufacturer-packaged and contain a single dose of medication. They are ready for administration.
- 686.** c - Fried's Rule is based on the age of the child (infant) in months and used when calculating doses in an infant less than 2 years old. Estimate the dose of medicine by multiplying the adult dose by the child's age in months and then divide the product by 150.
- 687.** b - Ask if the patient is allergic to any medication. Before you prepare the medication, the medical assistant must always ask the patient if he or she is allergic to any medications. If allergic to the specific drug or that drug category, alert the physician so that an order for an alternative medication can be ordered.
- 688.** b - This interaction occurs when the effect of one drug decreases the effect of another. The possibility of an antagonism occurring makes it absolutely necessary to obtain a current and accurate list of medications.
- 689.** b - As drugs move through the body, the main action terms associated with this movement include absorption, distribution, metabolism and excretion.
- 690.** d - Prophylactic drugs help to prevent disease and certain conditions. When vaccines are administered, a number of diseases can be prevented. Some examples are human papillomavirus, tetanus, measles, mumps, rubella and varicella.
- 691.** a - Antianxiety drugs produce central nervous system depression. Drugs such as Diazepam (Valium), alprazolam (Xanax) and lorazepam (Ativan) are considered antianxiety drugs.
- 692.** d - Drugs from plant sources include codeine, morphine, and paregoric. These are derived from the opium poppy plant. Plants, minerals, animal proteins, synthetics and semisynthetics are some of the drugs that come from many sources.
- 693.** a - A condition in which a drug should never be used. An example is when certain drugs are contraindicated in patients who are pregnant if the medication could cause birth defect.
- 694.** c - A refrigerator or freezer must be dedicated to the storage of only vaccines or medications. It must be able to maintain required vaccine storage temperatures year-round and have a certified calibrated thermometer inside at all times and checked daily. DO NOT store food or beverages in the same unit as vaccines and medications.
- 695.** b - Antipyretic medications reduce body temperature. Pyrexia is the medical term for raised temperature.

- 696.** b - The oral route is not the fastest way to absorb medications to the blood stream. The fastest route is the intravenous route.
- 697.** c - Enteric coated medications have special coating to protect them from the acidity of the stomach and that allows them to pass the small intestines for absorption. The term enteric refers to the small intestines.
- 698.** c - Topical medications are applied to the epidermis and mucous membranes. Some examples of topical medications are: creams, lotions, ointments and patches.
- 699.** a - Robitussin is classified as an antitussive. Antitussives decrease the cough reflex.
- 700.** d - Antipruritics relieve itching. It is used for skin disorders and allergies. Medications that are antipruritics are: calamine lotion and hydrocortisone.
- 701.** a - The recommended immunization schedule for a newborn is to administer Hepatitis vaccine (HepB) to all newborns prior to hospital discharge. The second dose should be administered at age 1-2 months.
- 702.** c - The DTaP vaccine protects the child against three diseases: Diphtheria, Tetanus and Pertussis. Children should get 5 doses before age 7. These doses are administered at ages 2, 4, 6 and 15-18 months, and 4 - 6 years of age. The 4th dose may be given as early as 12 months of age.
- 703.** c - The abbreviation qid refers to four times a day. The abbreviation qid or q.i.d. is also sometimes written as QID.
- 704.** a - DEA number is a number assigned to a health care provider by the U.S. Drug Enforcement Administration (DEA) allowing them to write prescriptions for controlled substances. The DEA number is encoded by two alphabetical letters followed by a seven digit number.
- 705.** a - Sildenafil is the generic name of Viagra. It relaxes smooth muscles and increases blood flow to the penis. Sildenafil is used to treat erectile dysfunction (impotence) in men.
- 706.** a - According to the U.S. Drug Enforcement Administration, Schedule I drugs are drugs with no currently accepted medical use, and with a high potential for abuse. Schedule I drugs are the most dangerous drugs of all the drug schedules with potentially severe psychological or physical dependence.
- 707.** b - For the intravenous route, a needle is inserted directly into a vein. When given intravenously, a drug is delivered immediately to the bloodstream, and takes effect faster than by any other route.
- 708.** a - Anticoagulants are also known as blood thinners. Anticoagulants are generally contraindicated in patients with bleeding conditions or disorders.
- 709.** d - Prozac (fluoxetine) is a selective serotonin reuptake inhibitors (SSRI) antidepressant. It is also used for panic disorders, anxiety disorders, and obsessive-compulsive disorders.

- 710.** b - The abdomen is not a recommended site for an IM injection. The common sites are: deltoid, vastus lateralis and gluteus maximus.
- 711.** b - Subcutaneous (SC) injection is given in the fatty layer just beneath skin. The SC injection is generally absorbed more slowly. Some medications that can be injected subcutaneously are growth hormone and insulin.
- 712.** c - Ibuprofen is the generic name of both Advil and Motrin. Ibuprofen is a non-steroidal anti-inflammatory drug (NSAID). It works by reducing hormones that cause inflammation and pain in the body.
- 713.** d - Lipitor is a prescription medicine called Statins. They lower cholesterol in the blood, specifically LDL or the bad cholesterol, and triglycerides. It can raise the HDL (good cholesterol) as well.
- 714.** c - Ambien is a sedative-hypnotic drug. It works by slowing activity in the brain, and is used to treat insomnia. The generic name of Ambien is zolpidem tartrate.
- 715.** d - Patients with IBS can experience a multitude and variety of symptoms, but the most commonly reported are diarrhea, constipation, and flatulence.
- 716.** d - Hemoglobin A1C is a test used to monitor the average blood glucose level in a patient over a 2-3 month period.
- 717.** c - Hydrochlorothiazide is a medication that reduces blood volume by increasing the production of urination by acting as a diuretic. This will lower blood pressure.
- 718.** b - Psoriasis is a skin condition involving varied maturation of skin cells. Patches of affected skin will crack, ooze, or bleed and may be itchy or sore.
- 719.** d - Patients who have been diagnosed with anxiety may be treated as symptoms appear, daily to reduce the chance symptoms will appear, and with antianxiety or antidepressant medications such as Celexa.
- 720.** d - Nevi are also called moles. Moles may become malignant over a period of time; sun exposure increases this risk. A physician should regularly check moles for signs of malignant changes. Each mole will be graded based on asymmetry, border, color, diameter, and elevation.
- 721.** b - A contagious bacterial infection caused by the bacteria, *Streptococcus pyogenes*. Infections of this type can lead to rheumatic fever, an inflammatory condition that could lead to death.
- 722.** a - Nosebleeds are common occurrences and can vary from being mildly annoying to life threatening. Moderate to severe bleeding should be evaluated by a healthcare professional. Aspirin therapy could increase the chances for bleeding.

- 723.** b - Plantar warts are caused by a strain of the Human Papilloma Virus and can be highly contagious but treated with an over the counter medication such as Compound W.
- 724.** c - Aspirin therapy is an often prescribed mechanism for thinning the blood and preventing heart attacks. Daily dose formulations can be purchased over the counter in low-dose capsules or tablets.
- 725.** b - In patients that have cystic fibrosis, chloride levels of the sweat are concentrated at higher levels than the sweat of a healthy individual. CF is a condition that cannot be cured and greatly reduces a patient's predicted lifespan. The condition is genetic and not autoimmune in nature.
- 726.** d - HIV is the virus that leads to the disease state of AIDS. Patients can live a healthy life for many years if infected with HIV and if they take antiviral medications. Not all HIV patients have engaged in homosexual activity. Many HIV patients have been infected with the virus through IV drug use, contaminated blood products, or sexual activity with an infected heterosexual partner.
- 727.** b - Colds are caused by viruses that cannot be effectively treated with antibiotics. Treating a cold consists of palliative options to relieve the suffering from the symptoms until the body can fight off the infection. The phrase, "Feed a cold; starve a fever," is antiquated. Those that are sick should follow the advice of their physicians and take in as many calories as necessary to promote the regaining of health.
- 728.** a - Removal of the gall bladder is necessary when it can no longer function appropriately due to blockage from stones or infection. The proper term for this procedure is, "cholecystectomy."
- 729.** d - Patients with migraine headache may report a number of varied symptoms which can include aura, visual disturbance, increased sensitivity to light, sound, or smell, and stomach upset.
- 730.** d - Preeclampsia is a condition that can lead to stroke in pregnant women with high blood pressure. Proteinuria is an easily detectable sign of impending preeclampsia and can be easily tested with a urine dipstick.
- 731.** d - Pancytopenia is defined as having a low count of all three of the cellular components of whole blood. This could lead to increased chance of infection from low white blood cells, anemia from low red blood cells, and increased bleeding risk from low platelet counts.
- 732.** a - The appendix is located on the inferior aspect of the cecum in the colon. This organ is located in the right lower quadrant of the abdomen.
- 733.** d - Calcium is a major component of strong bones. Deficiencies in this mineral can lead to weak bones and bruising. Calcium also plays a role in the clotting process. Kyphosis is a condition where the bones of the vertebral column become weak causing a humpback posture.

- 734.** a - Alcohol is the most commonly abused drug in children under the age of 18.
- 735.** c - Vitamin K is also known as the clotting vitamin. Vitamin K deficiency occurs when the body cannot properly absorb the vitamin from the intestinal tract. Vitamin K deficiency can also occur after long-term treatment with antibiotics.
- 736.** a - Dietary fiber refers to the edible parts of fruits, plants, nuts, seeds and legumes that cannot be digested. There are two types of fiber, soluble and insoluble. Both types of fiber are essential for making the intestines healthy. Soluble fiber allows more water to remain in the stool, making waste softer and easier to pass.
- 737.** d - Vitamin C deficiency is referred to as Scurvy. Scurvy causes general weakness, anemia, gum disease and skin hemorrhages
- 738.** c - Vitamin A is one of the fat soluble vitamins. Vitamin A helps and maintains the health of the skin, hair and nails. Vitamin A also promotes good vision, especially in low light. It may also be needed for reproduction and breast-feeding.
- 739.** c - Glucose is the main fuel of the body. Glucose makes up carbohydrates. Carbohydrates are the most important source of energy for our body.
- 740.** a - Body mass index (BMI) is a measure of body fat based on height and weight. A BMI of 25-29.9 is considered overweight. BMI over 30 is considered obese. A BMI of 18.5-24.5 is considered normal weight and BMI below 18.5 is considered underweight.
- 741.** b - Deficiency of the fat soluble vitamin A will lead to night blindness. Night blindness or nyctalopia is a type of vision impairment. People with night blindness experience poor vision at night or in dimly lit environments
- 742.** c - Vitamin D is important for maintaining bone density and strength. Vitamin D deficiency results in osteomalacia or softening of the bones.
- 743.** a - Folic acid deficiency increases the possibility of a neural tube defect, such as Spina Bifida or Anencephaly. All women of childbearing age should consume 400 micrograms of folic acid a day.
- 744.** b -Magnesium is a mineral that is present in large amounts in the body. Magnesium is needed for calcium regulation. Deficiency of Magnesium can result in low calcium in the blood or hypocalcemia. Hypocalcemia can result in numbness, muscle spasms and twitching.
- 745.** c - Rickets is a disease that results in bone deformities, especially in the legs, causing them to “bow”. Symptoms can include pain and tenderness of the bones and increased likelihood of fracture, impaired growth, decreased height, and also muscle cramps.
- 746.** d - Viruses would be the most common cause of hepatitis.

- 747.** d - Inflammation of the middle ear, or otitis media, is common in children due to the position of the Eustachian tubes during growth. This condition is commonly associated with the presence of fluid in the middle ear.
- 748.** a - Arteriosclerosis is commonly called “hardening of the arteries”. Actually this means that the arteries lose their elasticity and the arterial walls have become weak as people age.
- 749.** c - This is a case of Wernicke-Korsakoff syndrome that occurs commonly among chronic alcoholics. The poor diet of chronic alcoholics leads to Vitamin B1 deficiency. Thiamine is the name of vitamin B1.
- 750.** c - Vitamin B12 deficiency can lead to Vitamin b12 deficiency anemia. Known causes of vitamin B12 deficiency includes: Crohn’s diseases, heavy drinking and a vegan diet.
- 751.** a - Cholesterol is found mainly in animal foods. There are two types of cholesterol- HDL and LDL. Low-density lipoprotein (LDL) is called bad cholesterol because it promotes fatty plaques causing atherosclerosis or Coronary Artery Disease.
- 752.** c - Gout is one of the most painful types of arthritis. It occurs when too much uric acid accumulates in the body. The increase in uric acid leads to crystal deposits in joints, often in the big toe, under the skin, or uric acid stones in the kidney. Recommended diet is to limit intake of foods high in purines, such as red meat, organ meats and limiting alcoholic beverages.
- 753.** c - Low potassium level is referred to as hypokalemia. Taking potassium supplements can usually reverse this condition. In severe cases, without proper treatment, it can lead to serious heart rhythm problems.
- 754.** d - The four functions of the digestive system are: ingestion, digestion, absorption and elimination. Absorption is the process where nutrients are transferred to the blood stream.
- 755.** d - One gram of fat is equivalent to 9 calories. Eating 10 grams of fat would be the equivalent of 90 calories.
- 756.** c - Retinoic acid is the common name of vitamin A. It is one of the fat soluble vitamins. There are four fat soluble vitamins: Vitamins A, D, E, K.
- 757.** c - Proteins are nutrients composed of amino acids as building blocks. Proteins build and repair body tissues, and produce 4 calories per gram.
- 758.** b - Riboflavin is the common name of Vitamin B2. It is a vitamin, not a mineral. Iodine, Magnesium and Zinc are all minerals.

Questions with Answers

An additional format to make it easier to reference answers.

Medical Assistant Practice Exam – Content Area I: General Knowledge

Section 1 - Medical Terminology and Anatomy

1. The term, “Afferent Nerve,” means:

- a. Carrying an impulse to the brain
- b. Carrying an impulse away from the brain
- c. Carrying impulses to the motor neurons of the appendicular muscles
- d. None of the above

a - Afferent nerves carry sensory signals to the brain. Efferent nerves carry motor signals from the brain.

2. The medical term, “basophilia,” refers to:

- a. an attachment of the epithelial cells of the skin to a basement membrane
- b. An overabundance of a particular white blood cell in the peripheral blood
- c. An underrepresentation of basophils on a blood smear.
- d. None of the above

b - Basophilia is an increased number of basophils in the peripheral blood. Basophilia is found in certain blood disorders such as leukemia and also in some types of allergic reactions.

3. When considering the structural organization of the human body, which of the following is the basic unit of life?

- a. Chemicals
- b. Atoms
- c. Molecules
- d. Cells

d - The basic unit of life is the cell. Cells are made up of atoms, molecules, and chemical structures, however, these items are not considered life forms.

4. When a patient is standing in anatomical position, where are his feet?

- a. Facing forward with the toes spread open
- b. Facing out to the sides to open the hips
- c. Side by side and facing forward; toes resting comfortably.
- d. The feet are pointed inward.

c - A person standing in anatomical position is standing with his feet side by side, palms of the hands facing forward from arms that are straight and slightly away from the sides.

5. A physician asks you to place the patient with his dorsal side facing the exam table. Which of the following accurately describes the how the patient is positioned?

- a. The patient is lying prone.
- b. The patient is lying supine.
- c. The patient is lying in the recovery position.
- d. The patient is lying on his stomach.

b - The dorsal side of the body is on the back or posterior. When the back is lying on the table, the patient is facing up toward the ceiling.

6. The body plane that divides the body into right and left sides is the:

- a. Frontal Plane
- b. Medical Plane
- c. Median Plane
- d. Transverse Plane

c - The median plane, also known as the sagittal plane, divides the body into right and left sides. The frontal, or coronal plane, divides the body into front and back. The transverse plane divides the body into superior and inferior sections.

7. A patient is asked to abduct her arms. Which of the following accurately describes her arm movement?

- a. She moves her arms away from her trunk.
- b. She moves her arms toward her trunk.
- c. She rotates her arms at the wrists while holding them toward her feet.
- d. She crosses her arms over her abdomen.

a - Abduction means to move away from the midline. Adduction means to add to the midline, or bring it closer.

8. Which of the following sets of word parts means, "Pain"?

- a. -dynia and -algia
- b. a- and an-
- c. -ia and -ac
- d. -pathy and -osis

a - The meaning, "Pain," can be derived from the following word parts: dys-, -algia, and -dynia.

9. A common childhood illness is caused by the Bordatella pertussis bacterium. Which of the following diseases is caused by this bacteria?

- a. German Measles
- b. RSV
- c. Meningitis
- d. Whooping Cough

d - Bordatella pertussis is the causative bacteria for the disease state of Whooping Cough. Meningitis can be caused by bacteria, but is not caused by the B. pertussis bacteria. German Measles and RSV are both caused by viruses.

10. Which of the following glands found in the skin secretes a liquid called, "Sebum?"

- a. Apocrine Glands
- b. Sebaceous Glands
- c. Lacrimal Glands
- d. Sweat Glands

b - Sebum is a fluid that is secreted by glands in the skin called sebaceous glands. Sebum lubricates the skin to help maintain its integrity.

11. A patient that has been diagnosed with alopecia would be described as having:

- a. body lice
- b. lack of ear lobes
- c. Indigestion
- d. hair loss

d - Alopecia is a medical term meaning hair loss.

12. A patient presents with vesicles covering the upper torso. Which of the following situations could cause this condition?

- a. Knife fight
- b. Auto accident
- c. Sun burn
- d. Fungal infection

c - Vesicles is the medical term for blisters. A second degree sunburn could blister, forming vesicles over the affected area.

13. A child is diagnosed with a Greenstick Fracture. Which of the following most accurately describes the broken bone?

- a. compound fracture of the fibula
- b. a partial break in a long bone
- c. fracture of the growth plate of the ulna near the wrist
- d. Colles fracture of the tibia

b - Greenstick fractures are commonly found in children. Sudden impact of a bone could lead to the bone bending and partially breaking, such as what is seen when a green stick from a tree is bent in half.

14. When reading a lab report, you notice that a patient's sample is described as having anisocytosis. Which of the following most accurately describes the patient's condition?

- a. The patient has an abnormal condition of skin cells.
- b. The patient's red blood cells vary in size.
- c. The patient has a high level of fat cells and is obese.
- d. The patient's cells are indicative of necrosis.

b - Anisocytosis is a term meaning variation in size. Patients with anisocytosis will have red blood cells that vary in size. Poikilocytosis is a term meaning variation in shape of the red blood cells. Both are commonly found in blood diseases.

15. One of the three smallest bones in the body is the:

- a. Vomer
- b. Distal phalange of the small toe
- c. Stapes
- d. Coccyx

c - The three smallest bones in the body are located in the inner ear and include the malleus, incus and stapes.

16. A patient is having a colposcopy procedure performed. How should the patient be instructed to prepare for the procedure?

- a. NPO for 8-12 hours before the procedure.
- b. D/C all HTN Rx for two days prior to the procedure.
- c. Take three Dulcolax tablets and two containers of Miralax the day before to clear out the lower GI system.
- d. None of the above prep is necessary for this type of procedure.

d - A colposcopy procedure is done to view the vagina and cervix. The only preparation that is necessary is to wash the external genitals with soap and water the morning before the procedure.

17. Which of the following organs would be described as being located retroperitoneally?

- a. Kidneys
- b. Thymus
- c. Small Intestines
- d. Spleen

a - The term, "retroperitoneal," means to be placed behind the peritoneum. The kidneys are located in this area.

18. The heat-regulating center of the brain is the:

- a. Hypothalamus
- b. Pituitary Gland
- c. Pons
- d. Medulla Oblongata

a - The hypothalamus is the heat-regulating center of the brain. It also has control over the pituitary glands, which is the master endocrine gland.

19. A patient with Bell's Palsy would have which of the following complaints?

- a. Paralysis of the right or left arm
- b. Malfunction of a certain cranial nerve
- c. A sub-condition of Cerebral Palsy
- d. A side effect of a stroke

b - Bell's Palsy has symptoms similar to stroke, but is caused by a malfunction of the Facial nerve, which is cranial nerve VII.

20. A pathologic condition described as, "Increased intraocular pressure of the eye," is:

- a. Detached Retina
- b. Fovea Centralis
- c. Presbyopia
- d. Glaucoma

d - Glaucoma is a condition that is caused by increased intraocular pressure in the eye. If not treated, glaucoma can lead to blindness.

21. The anatomic structure located in the middle of the heart which separates the right and left ventricles is the:

- a. Septum
- b. Sputum
- c. Separator
- d. None of the above.

a - The septum is located in the middle of the heart and separates the right and left sides. Cells of the cardiac conduction system can also be found in this structure.

22. Which of the following bony landmarks is described by, "large, blunt, irregularly shaped process, such as that found on the lateral aspect of the proximal femur"?

- a. Tubercle
- b. Tuberosity
- c. Condyle
- d. Trochanter

d - The Greater Trochanter is found on the lateral aspect of the proximal femur and is a bony process that is large. This process forms the attachment site for many muscle of the legs.

23. The Atlas and the Axis:

- a. are found in the vertebrae.
- b. can be described as being cervical.
- c. are the first two bones that form the column for the spine on the superior aspect.
- d. All of the above.

d - The Atlas and the Axis are the first two cervical vertebrae and are designated C1 and C2. The Atlas (C1) forms support for the skull and the Axis (C2) allows for rotation of the skull.

24. The body system that functions to maintain fluid balance, support immunity and contains the spleen is the:

- a. Lymphatic System
- b. Digestive System
- c. Urinary System
- d. Reproductive System

a - The Lymphatic System functions both for protection from foreign invaders and for fluid balance. In addition to the spleen, the Lymphatic System also includes the tonsils, thymus, lymph nodes, and lymph vessels.

25. The duodenum:

- a. is the third section of the small intestine, which leads immediately to the colon.
- b. is the section of the stomach where the gall bladder delivers bile.
- c. is the section of the small intestine where the pancreas delivers insulin.
- d. None of the above.

d - The duodenum is the first part of the small intestine where the majority of digestion takes place in the gut. The gall bladder and pancreas will deliver its digestive juices to this section of the small intestine. The pancreas will deliver amylase and lipase while the gall bladder will deliver bile.

26. This particular gland of the endocrine system secretes a hormone that is known to assist with the sleep/ wake cycle. What gland is it?

- a. Pituitary
- b. Pineal
- c. Pancreas
- d. Hypothalamus

b - The pineal gland, located in the brain, secretes melatonin. This hormone is known to regulate the sleep/ wake cycle in response to exposure to light.

27. A doctor writes out a prescription for medication to be taken as needed for pain. Which of the following abbreviations could the medical assistant expect to see on the prescription form?

- a. CHF
- b. ATB
- c. Ac
- d. Prn

d - The abbreviation "prn" is used to indicate, "as needed." It is commonly found on

prescription sheets that are used to fill a medication order for pain medications.

28. A patient has been diagnosed with a mycotic condition. Which of the following drug types would be used to treat this condition?

- a. Antifungal
- b. Antiarrhythmic
- c. Diuretic
- d. Antiemetic

a - Mycotic infections are caused by fungi. To appropriately treat this condition, an antifungal medication would be needed.

29. The flap of tissue that covers the trachea upon swallowing is called the:

- a. Epidermis
- b. Endocardium
- c. Epiglottis
- d. Epistaxis

c - The epiglottis is a flap of tissue that covers the windpipe upon swallowing to protect the Respiratory System from becoming blocked by food or liquid products.

30. A physician's order instructs a medical assistant to take a temperature at the axilla. Where would the MA place the thermometer?

- a. In the rectum
- b. In the mouth
- c. On the temples
- d. In the armpit

d - The axilla is the area of the armpit located under the arms, proximal to the trunk.

31. The word part found at the beginning of a medical term, is most likely a:

- a. Prefix
- b. Suffix
- c. Combining Vowel
- d. Combining Consonant

a - Prefixes are word parts that precede medical roots. Prefixes give terms a more exact meaning and help to better define a term. Suffixes are found at the end of terms; while combining vowels are used to join word parts. A combining consonant is a nonsense term that is not used in medical terminology.

32. The lateral malleolus is comprised of which of the following bones?

- a. Fibula
- b. Tibia
- c. Malleolus
- d. Ilium

c - The lateral malleolus is located on the lower extremity at the distal end of the fibula, also known as the external malleolus. The shape is of a pyramidal form and somewhat flattened from side to side and is the attachment site for the calcaneofibular ligament. The lateral malleolus descends to a lower level than the medial malleolus and the lateral malleolus is often the site of ankle injuries and fractures.

33. The most common vowel used to combine word parts in medical terms is an:

- a. A
- b. E
- c. I
- d. O

d - The letter "O" is the most commonly used vowel to join word parts in medical terms. The vowel, "I" is the second most commonly used vowel.

34. Which of the following medical terms is misspelled?

- a. Polycystic
- b. Diaphragm
- c. Cocycx
- d. Bradycardic

c - The proper spelling of the word is, "Coccyx." The other terms are spelled correctly.

35. Which of the following medical terms means, "surgical fixation of the stomach"?

- a. Abdominorrhaphy
- b. Gastroplasty
- c. Gastropexy
- d. Abdominorrhexis

c - Gastropexy is a medical term meaning, "to surgically fix the stomach in place." The similarly spelled, "gastroplasty," is a surgical reconstruction of the abdomen.

36. Which of the following abbreviations means, “before meals”?

- a. Ac
- b. Prn
- c. Qid
- d. Qh

a - The abbreviation meaning before meals is ac. PRN means as needed. QID is 4 times a day. QH means hours sleep or take at bedtime.

37. A procedure that examines a portion of the large intestine with an endoscope is called:

- a. Colposcopy
- b. Sigmoidoscopy
- c. Upper GI
- d. Cardiac catheterization

b - The sigmoid colon is located in the descending colon. A special scope is inserted into the rectum and takes video and still images of the lining of the large intestine. An Upper GI is used to take still photos and video of the esophagus and stomach. A KUB is a radiography procedure looking specifically at the kidneys, ureters, and bladder. A Cardiac Catheterization is a procedure where a thin instrument is placed through the femoral artery and threaded up the vasculature to the heart where procedures can then be performed.

38. The mitral valve is synonymous with the term:

- a. Left ventricle
- b. Right atrium
- c. Bicuspid valve
- d. Tricuspid valve

c - The mitral valve is also known as the bicuspid valve and can be found on the left side of the heart. The bicuspid valve is located between the left atrium and the left ventricle.

39. In the term, “Hemoglobin,” the suffix, “-globin,” means:

- a. Protein
- b. Iron
- c. Metal
- d. Blood

a - The word part, “-globin,” means, “protein.” Hemoglobin is a medical term meaning, “blood protein.”

40. A patient suffering from hyperglycemia would be experiencing:

- a. Low blood sugar
- b. High blood sugar
- c. Normal blood sugar
- d. None of the above.

b - Patients with hyperglycemia have a high concentration of glucose in the bloodstream. Most likely the patient will also be diagnosed with diabetes, commonly referred to in laymen's terms as, "The sugar."

41. The root word for bone marrow is:

- a. Spin/o
- b. Myel/o
- c. Myc/o
- d. Oste/o

b - Myelo is the root word for bone marrow. It is also the root word for the spinal cord.

42. The part of the stomach that is connected to the esophagus:

- a. Fundus
- b. Pylorus
- c. Body
- d. Cardia

d - The part of the stomach that is connected to the stomach is the cardia. The fundus is the expanded portion; the body is the bulk of the stomach, and the pylorus is at the bottom end of the stomach.

43. A patient was diagnosed with cardiomyopathy. What does this condition refer to?

- a. Disease of the electricity of the heart
- b. Heart attack
- c. Disease of the heart muscle
- d. Insufficient blood flow to the heart

c - Cardiomyopathy refers to disease of the heart muscle. Cardi/o refers to the heart. My/o refers to muscle and -pathy refers to a disease condition.

44. In an ectopic pregnancy, the fertilized egg is most likely developing in what part of the reproductive system of the female?

- a. Fallopian tube
- b. Uterus
- c. Ovary
- d. Cervix

a - A majority of ectopic pregnancies occur in the fallopian tube. Pregnancy should take place only in the uterus. Ectopic pregnancy refers to conception outside the uterus.

45. The root word lapar/o means:

- a. chest
- b. skull
- c. abdomen
- d. neck

c - Lapar/o is the root word of abdomen. The root word for chest is thorac/o, skull is crani/o, and neck is cervic/o.

46. The “transverse” plane of the body is also known as the _____.

- a. frontal plane
- b. cross-sectional plane
- c. coronal plane
- d. sagittal plane

b - The cross-sectional plane is also referred to as transverse plane. The frontal plane is referred as the coronal plane and the sagittal plane is referred to as the lateral plane.

47. Which of the following is the suffix for “to create an opening”?

- a. -ectomy
- b. -tomy
- c. -stomy
- d. -logy

c - The suffix “-stomy” means to create an opening. The suffix “-ectomy” means excision or to remove, -tomy means to cut, and -logy means study of.

48. An abnormal curvature of the spine is a disease called:

- a. Spina bifida
- b. Scoliosis
- c. Osteomyelitis
- d. Osteomalacia

b - Scoliosis is a lateral curvature of the spine. Spina bifida is a birth defect that involves the incomplete development of the spinal cord or its covering. Osteomyelitis is infection of the bone and osteomalacia is deficiency of calcium.

49. What prefix means “below”?

- a. Infra-
- b. Ante-
- c. Contra-
- d. Retro-

a - Infra is the prefix that refers to below or under. Ante- refers to before, contra refers to opposite, and retro refers to behind.

50. The valves on the right side of the heart are:

- a. Tricuspid and Mitral valves
- b. Pulmonic and Aortic valves
- c. Tricuspid and Pulmonic valves
- d. Mitral and Aortic valves

c - The valves on the right side of the heart are: Tricuspid and Pulmonic valves. The valves on the left side of the heart are: Mitral and Aortic valves.

51. The medical term for reduced blood flow is:

- a. Infarction
- b. Embolus
- c. Ischemia
- d. Thrombosis

c - Ischemia came from the root word isch/o and suffix -emia. Isch/o means reduced flow and -emia means blood condition. Ischemia is a reduction of blood flow to the tissues.

52. The lifting of the shoulders and turning of the head is controlled by:

- a. Cranial nerve 12
- b. Cranial nerve 11
- c. Cranial nerve 10
- d. Cranial nerve 9

b - Cranial nerve 11 is referred to as the spinal accessory nerve which supplies information about spinal cord, trapezius and other surrounding muscles. It also provides muscle movement of the shoulders and surrounding neck.

53. What is the term for slow breathing?

- a. Bradycardia
- b. Bradyarrhythmia
- c. Bradypnea
- d. Bradykinesia

c – Bradypnea is the term for slow breathing. Brady refers to slow and –pnea refers to breathing.

54. The following are true statements of the urinary bladder, EXCEPT:

- a. It serves as temporary reservoir of urine.
- b. It is located in the abdominal cavity.
- c. It is muscular so it can expel the urine.
- d. It is hollow so it can expand when it is filling.

b - The urinary bladder is located in the pelvic cavity, not in the abdominal cavity. It serves as a reservoir of urine. It is also muscular and hollow so it can expand and expel urine.

55. What is the procedure to detect cancer in the large intestines?

- a. Cholecystectomy
- b. Laparoscopy
- c. Angioplasty
- d. Colonoscopy

d - Colonoscopy is the procedure to detect cancer in the large intestine. Colon refers to the large intestine and –scopy refers to visually examine.

56. What type of muscle tissue is cardiac muscle?

- a. Striated and voluntary
- b. Striated and involuntary
- c. Smooth and voluntary
- d. Smooth and involuntary

b - Cardiac muscle is both striated and involuntary muscle tissues. Skeletal muscles are both striated and voluntary, and internal organs are composed of smooth and involuntary muscles.

57. Which of the following correctly spells the suffix for “discharge or flow”?

- a. -rrhea
- b. -ria
- c. -rhia
- d. -rrhia

a - The correct spelling for the suffix meaning “discharge or flow” is –rrhea. All the other choices are spelled incorrectly.

58. The following are true statements about the heart, EXCEPT:

- a. The heart is located in between the lungs called mediastinum.
- b. It exhibits the property of contractility.
- c. The left side pumps blood to the lungs for oxygenation.
- d. The right side of the heart pumps blood to the pulmonary artery for oxygenation.

c - The left side of the heart pumps does not pump blood to the lungs for oxygenation. It pumps oxygenated blood to the rest of the organs. The right side of the heart pumps blood to the lung for oxygenation.

59. If the patient complains of missed menstruation, the medical term for that is:

- a. Menorrhagia
- b. Amenorrhea
- c. Menarche
- d. Menopause

b - Amenorrhea is the term for missed menstruation. The prefix “a”- refers to without, meno refers to menstruation and –rrhea refers to flow.

60. Fine motor skills and coordination are controlled by:

- a. Medulla oblongata
- b. Frontal lobe
- c. Cerebellum
- d. Hypothalamus

c - The cerebellum controls fine motor skills, balance and coordination. The rest of the choices are not involved in coordination and fine motor skills.

61. The medical term for fungal infection of the nail is:

- a. Onychomycosis
- b. Oncholysis
- c. Myoses
- d. Trichosis

a - Onychomycosis is fungal infection of the nail. Onycho is the root word for nail, myco is the term for fungus and -osis is the suffix for abnormal condition.

62. Breathing is controlled by what part of the brain?

- a. Hypothalamus
- b. Cerebellum
- c. Pons
- d. Medulla oblongata

d - The medulla oblongata is the control center for involuntary respiration. When carbon dioxide builds up in the blood a message is sent to the medulla. This will trigger an involuntary respiration.

63. A physician who specializes in the study of the urinary system:

- a. Urinologist
- b. Anesthesiologist
- c. Urologist
- d. Enterologist

c - A urologist is a physician with specialized training in the urinary system of both males and females, but also has specialized training of the male reproductive system.

64. Which of the following cells release histamine?

- a. Monocytes
- b. Basophils
- c. Leukocytes
- d. Lymphocytes

b - Basophil releases histamine; these are active in allergic reactions.

65. What occurs when an Rh- woman is pregnant with an Rh+ fetus, and the RBCs of the fetus are destroyed by Rh antibodies produced by the mother?

- a. Humoral immunity
- b. Hemolytic disease of the newborn
- c. Cell-mediated immunity
- d. Diarthroses

b - Correct blood typing is important not only for blood transfusion, but also for identifying women who could put their infants at risk for hemolytic disease of the newborn (HDN). This is also called erythroblastosis fetalis.

66. The middle section of the small intestine is:

- a. Duodenum
- b. Hemolytic disease of the newborn
- c. Ileum
- d. Jejunum

d - Jejunum is the middle section of the small intestine. The small intestine has three sections. The first section is the duodenum; the second section is the jejunum and the third section is the ileum.

67. The use of enzymes to carry molecules from a higher concentration to a lower concentration across a cell membrane:

- a. External respiration
- b. Facilitated diffusion
- c. Emulsification
- d. Chemoreception

b - Some substances need to move from a place of higher concentration to a place of lower concentration, but cannot flow through a membrane. These substances need assistance known as "facilitation". An example would be glucose, as glucose molecules cannot cross a cell membrane.

68. Anaerobic respiration cause this type of acid to build up in the muscle:

- a. Salicylic acid
- b. Acetic acid
- c. Citric acid
- d. Lactic acid

d - Lactic acid builds up in the muscle when glycolysis occurs without oxygen. During strenuous exercise, ATP production cannot always keep up with demand. Oxygen is used faster than it can be delivered to the cells, but the muscles still need to function even when all the oxygen stores are gone.

69. What is the term used to describe the action when muscles shorten to create movement?

- a. Opposition
- b. Isometric contraction
- c. Isotonic contraction
- d. Supination

c - Isotonic contractions cause the muscles to shorten to create movement. Some examples of this would be swimming, running and lifting weights. This type of exercise also improves the tone, size, strength and endurance of muscles.

70. The coiled tubule that sits on top of each testis:

- a. Vas deferens
- b. Spermatids
- c. Fimbriae
- d. Epididymis

d - Epididymis is the coiled tubule that sits on top of each testis. The epididymis is a temporary storage area for sperm.

71. The tube through which semen and urine leave the body in a male:

- a. Prepuce
- b. Urethra
- c. Seminal vesicle
- d. Bulbourethra

b - Although the urethra is the tube through which semen and urine leave the male body, both never pass at the same time. When ejaculation occurs, the internal sphincter of the urinary bladder constricts so urine cannot leave the bladder and semen cannot enter.

72. This fluid contains fetal cells:

- a. Amniotic fluid
- b. Prolactin
- c. Perimetrium
- d. Luteinizing hormone

a - Amniotic fluid contains fetal cells. Amniocentesis is a procedure in which a needle is inserted into the amnion, and a small amount of amniotic fluid is withdrawn. This fluid contains fetal cells that can be examined for genetic abnormalities.

73. When the uterus contracts and the cervix opens during the birth process:

- a. Expulsion
- b. Dilation
- c. Ovulation
- d. Contraction

b — Dilation occurs when the uterus contracts and the cervix opens. Birth, also called delivery, is initiated by the secretion of the hormone oxytocin which stimulates uterine contractions and causes a thinning and widening of the cervix. When the cervix dilates to 10 dm, the fetus can move into the birth canal or vagina.

74. The middle ear contains:

- a. Oval window
- b. Organ of Corti
- c. Tympanic membrane
- d. Auricle

a - The outer ear contains the auricle, external auditory canal and tympanic membrane. The middle ear contains the malleus, incus, stapes and the oval window. The inner ear contains the semicircular canals, cochlea, Organ of Corti (hair cells), and the vestibulocochlear nerve.

75. A 35 year old female with a history of asthma is complaining of shortness of breath when lying flat. The term for her symptom is:

- a. Apnea
- b. Tachypnea
- c. Orthopnea
- d. Bradypnea

c - Orthopnea refers to difficulty of breathing or shortness of breath when lying flat. It came from the root word "orth/o" which refers to straight or lying flat, and the suffix "pnea" which refers to breathing.

76. A surgeon asked the patient to point where in the abdominal quadrant is her pain. Which of the following is NOT a quadrant of the abdomen?

- a. RUQ
- b. LLQ
- c. LRQ
- d. LUQ

c - LRQ is not one of the four quadrants of the abdomen. The four quadrants are: RUQ, LUQ, RLQ and LLQ.

77. A 65 year old male was brought to the emergency room for chest pain. The patient's diagnosis was heart attack. What is the correct term for his symptom?

- a. Atherosclerosis
- b. Angina
- c. Tachycardia
- d. Arrhythmia

b - The term for chest pain originating from a heart condition is angina. Angina is a type of chest pain caused by reduced blood flow to the heart muscle.

78. What is the recommended pulse site that the medical professionals use when doing a routine check of the pulse rate?

- a. Radial artery
- b. Carotid artery
- c. Femoral artery
- d. Brachial artery

a - The radial artery is the most common pulse site to determine the patient's pulse rate. The carotid artery is used for CPR. The brachial artery is used for blood pressure determination and femoral artery is used to check lower limb circulation.

79. A 45 year old was brought to the hospital because of vomiting of blood. The term for this is:

- a. Hemoptysis
- b. Epistaxis
- c. Hyperemesis
- d. Hematemesis

d - Hematemesis is the term for vomiting of blood. The suffix “-emesis” refers to vomiting, and the root word “hemat/o” refers to blood.

80. Which of the following is NOT one of the nine regions of the abdomen?

- a. Epigastric
- b. Hypogastric
- c. Hypochondriac
- d. Gastric

d - Gastric is not one of the nine regions of the abdomen. The nine regions are: epigastric, umbilical, hypogastric, right and left hypochondriac, right and left lumbar, and right and left iliac.

81. The patient underwent a procedure in which the surgeon removed fluid from the patient’s right knee. What suffix would apply to this procedure?

- a. –tomy
- b. –ostomy
- c. –centesis
- d. –ectomy

c - The suffix “-centesis” is a procedure that removes fluid from a body part. The procedure in the above case is an arthrocentesis of the right knee.

82. A 12 year old boy fractured his calcaneus. Which bone did he actually fracture?

- a. Heel bone
- b. Upper arm bone
- c. Thigh bone
- d. Wrist

a - Fracture of the calcaneus is a fracture of the heel bone. Calcaneus is the largest of the tarsal bones, and the largest bone of the foot.

83. A physician diagnosed a patient with nephrolithiasis that got lodged in the ureter. The term “ureter” refers to the:

- a. Tube from the urinary bladder to the outside
- b. Tube from the kidney to the urinary bladder
- c. Reproductive organ of the female
- d. Tube from the liver to the gall bladder

b - The ureter is a tube that connects the kidney to the urinary bladder. The function of the ureter is to transport the urine from the kidney to be stored in the bladder.

84. What muscle of the face is considered the smiling muscle?

- a. Sartorius
- b. Zygomaticus
- c. Orbicularis oculi
- d. Masseter

b - The zygomaticus muscle is referred to as the smiling muscle. It is a muscle of facial expression which pulls the angle of the mouth superiorly and posteriorly.

85. A medical assistant applied a gauze pad on the patient's skin after venipuncture. This is referred in medical terminology as:

- a. Hemostasis
- b. Hemorrhage
- c. Hematochezia
- d. Hemolysis

a - Hemostasis is the stoppage of bleeding. Applying a gauze pad is the practical application of hemostasis in drawing blood (venipuncture).

86. A 67 year old stroke patient was found with slurred speech, personality changes and paralysis of the arms. Which lobe of the brain is most likely affected?

- a. Parietal lobe
- b. Frontal lobe
- c. Occipital lobe
- d. Temporal lobe

b - The frontal lobe is responsible for voluntary muscle control, speech, motor function, judgment and reasoning. Slurred speech, personality changes and paralysis are signs of frontal lobe lesions.

87. A 38 year old female with three children does not want to have children anymore. The husband consented that he will be the one to be sterilized. What procedure will he undergo?

- a. Salpingectomy
- b. Cystectomy
- c. Vasectomy
- d. Penisectomy

c - A vasectomy is a surgical procedure that makes a man permanently unable to get a woman pregnant (sterilization). It involves cutting the vas deferens so that sperm can no longer join to form semen.

88. A 5 year old girl was bitten by an insect. After a couple of minutes, she started complaining of severe itchiness. The term for this is:

- a. Excoriation
- b. Pruritus
- c. Eczema
- d. Edema

b - The term pruritus refers to itching or sensation of itchiness. Pruritus is a sign and can be a result of allergy, drug reaction, parasites, dry skin or systemic disease.

89. When we swallow, the wavelike motion of the gastrointestinal tract that moves food along the digestive tract is called:

- a. Deglutition
- b. Mastication
- c. Phagocytosis
- d. Peristalsis

d - Wave-like muscle contractions that occur in the digestive tract which are responsible for moving the food from the throat to the anus is referred to as peristalsis. It is also the process in which urine is transported to the bladder, and also how bile is transported from the gallbladder into the duodenum.

90. What blood vessel carries deoxygenated blood from the lower parts of the body back to the heart?

- a. Superior vena cava
- b. Descending aorta
- c. Inferior vena cava
- d. Ascending aorta

c - The Inferior vena cava (IVC) is a vein that carries deoxygenated blood from the lower parts of the body back to the heart. The IVC is connected to the right atrium which receives the deoxygenated blood.

91. A 16 year old male was brought to the endocrinology clinic because of enlargement of his breast. What condition is this?

- a. Mastitis
- b. Galactorrhea
- c. Gynecomastia
- d. Mastalgia

c - Gynecomastia is an abnormal enlargement of the male breast. It can be caused by an imbalance of the hormones estrogen and testosterone. Gynecomastia can affect one or both breasts.

92. The cell organelle that is responsible for protein synthesis:

- a. Mitochondria
- b. Centrioles
- c. Ribosomes
- d. Peroxisomes

c - Ribosomes are responsible for production of proteins. Cells need proteins for building and repair of tissues, body defenses and energy production.

93. A diabetic patient complains of excessive thirst, hunger and excessive urination. What term would be applied to his thirst?

- a. Polyuria
- b. Polyphagia
- c. Polydipsia
- d. Polydactyly

c - Polydipsia is the term for excessive thirst. It can be one of the symptoms of diabetes. Polyuria is excessive urination, polyphagia is excessive hunger and polydactyly refers to extra fingers or toes.

94. A previously diagnosed stroke patient was brought to the emergency room because he cannot move the right side of his body. What term should be used to describe the situation?

- a. Hemiparesis
- b. Hemiplegia
- c. Cerebrovascular accident
- d. Transient ischemic attack

b - Hemiplegia is paralysis of one side of the body. Hemi refers to half, and plegia refers to paralysis. It is a result from a lesion to the motor centers of the brain.

Medical Assistant Practice Exam – Content Area I: General Knowledge

Section 2 - Law, Ethics and Professionalism

95. The Common Law source of laws is:

- a. Derived from Customs and Judicial Decisions
- b. Derived from the US. Constitution
- c. Derived from State/Federal Legislation
- d. None of the above

a - Common sources of law are found in the history of a civilization and center around that culture's customs and previous judicial decisions.

96. A woman is being accused of failure to pay her medical bills. Which of the following classifications of law is she violating?

- a. Criminal Law
- b. Civil Law
- c. Felony
- d. Family Law

b - Failure to pay for services rendered falls under Civil Law as this is a difference of opinion between two parties.

97. A medical assistant graduate wishes to receive credentials in the State of Ohio. She voluntarily chooses to take an examination from the American Association of Medical Assistants. When she passes the exam, she will receive the CMA (AAMA) credential. Which of the following is true?

- a. The graduate has elected to become certified.
- b. The graduate has chosen to become licensed by the State of Ohio.
- c. The graduate will be registered as a Medical Assistant when she passes the AAMA examination.
- d. None of the above.

a - Certification and Registration are voluntary processes for showing entry level competency in a field of study. Licensure is a lawful requirement issued by State government. The CMA (AAMA) certification is obtained by voluntarily taking and passing the CMA exam offered by the American Association of Medical Assistants.

98. When practicing reciprocity, which of the following is true of the CMA (AAMA) credentials?

- a. The CMA (AAMA) credential indicates licensure in all 50 states.
- b. The CMA (AAMA) credential is interchangeable with other medical assisting credentials in all 50 states.
- c. The CMA (AAMA) credential is a national credential and may be recognized in all 50 states.
- d. None of the above.

d - Reciprocity deals with licensure, not certification. Since MAs are not licensed, reciprocity does not apply. However, many professionals will use the term reciprocity to indicate that a particular certification is accepted in more than one state. The CMA (AAMA) credentials are recognized throughout the United States, so one may hear the term used in this manner when considering the American Association of Medical Assistants certification.

99. A physician is explaining a procedure to a patient that may cure her recurring Staph infection. The doctor explains how the procedure is done, what to expect, the odds of the procedure curing the infection, and possible side effects and risks. The physician is:

- a. Preparing the patient to give informed consent.
- b. Protecting HIPAA by listing all of the steps of the procedure with the risks involved.
- c. Not required to inform the patient of any alternative therapies.
- d. None of the above.

a - Giving informed consent is the process of giving a physician permission to perform a procedure after all of the risks are made known to the patient. Informed consent is required in most cases, but may not be necessary in some emergency situations.

100. An emancipated minor has come to the office for information on cervical cancer and has also requested testing. The office is not required to inform the patient's parents because:

- a. Cervical cancer is closely related to STDs, so the office is covered by law to not be required to notify the minor's parent.
- b. Emancipated minors have legal independence from parents or legal guardians.
- c. Testing for cervical cancer can be done on minors without legal parental or guardian consent.
- d. None of the above.

b - Emancipation means that a minor has gone to the courts to ask for legal independence from his or her parents and was granted such. A minor that has been emancipated does not have to have permission from a parent to receive medical information.

101. After a lengthy explanation of a medical procedure, the patient asks many questions. The physician answers all of the questions to the best of her ability. The patient then gives consent for treatment. The costly equipment and supplies are put into place and the patient is prepared. Two minutes before the procedure is to start, the patient begins panicking and changes her mind. Which of the following situations would be the best way to avoid litigation?

- a. Document that the patient originally gave consent and proceed if the benefits of the procedure outweigh the patient's wishes.
- b. Have the patient sign a form that she is refusing consent. If she refuses to sign, proceed with the procedure.
- c. Repeat the explanation of the procedure until the patient understands that having the procedure done is the best form of treatment. Proceed with the procedure.
- d. Do not proceed. Document the patient's refusal, have the patient sign a refusal to consent to treatment. If the patient refuses to sign the form, have a witness available to sign.

d - A patient who refuses treatment has the right to do so at any point during the procedure as long as the procedure has not reached a point where stopping would potentially harm the patient.

102. Advanced directives are:

- a. Required by law.
- b. Chosen by family members.
- c. Used to support a patient's wishes.
- d. Costly and difficult to prove by law.

c - Advanced directives are a contract in which the patient's wishes for end of life care are put into writing. Advanced directives are not required by law, but help to ensure that patients' wishes for how they want to be treated if they are rendered unable to care for themselves are carried out.

103. A patient sues a physician for malpractice. The judge awards in favor of the physician. The patient cannot re-sue the physician due to:

- a. Res ipsa loquitur
- b. Res judicata
- c. Respondeat superior
- d. Supoena duces tecum

b - The Latin phrase, "Res judicata," means that once a case is tried and a ruling is put down, the case cannot be retried by either party.

104. Of the 4 Ds of Negligence, which exists when the physician pays for injuries that the client sustained due to improper care?

- a. Duty
- b. Derelict
- c. Direct Cause
- d. Damages

d - The "D" meaning "Damages" is the negligence topic dealing with how a physician will make a situation right or whole. Damages are often in the form of monetary compensation.

105. Malpractice that has been ruled because of a physician's failure to act is a form of:

- a. Misfeasance
- b. Malfeasance
- c. Infeasance
- d. Nonfeasance

d - Nonfeasance is defined as failure to act. When a physician fails to act and its ruled malpractice, this is categorized as nonfeasance. Misfeasance is performing a procedure incorrectly, and malfeasance is performing the wrong procedure.

106. A medical assistant volunteers her time at a local charity run checking blood pressures. She:

- a. is covered under The Good Samaritan Law because she is volunteering her time.
- b. is not covered under The Good Samaritan Law because she is performing the duties of a medical assistant.
- c. is covered under The Good Samaritan Law because she is performing the duties of a medical assistant.
- d. possibly may be covered depending on how many blood pressures she takes.

b - The Good Samaritan Law protects health care workers who respond and provide medical care outside of the work environment. However, volunteer activities where professionals are voluntarily performing skills that they would use in the workplace are not covered under this law.

107. Torts are:

- a. Civil wrongs subject to a lawsuit.
- b. Acts of Criminal Law
- c. Not legally enforceable in free clinic settings.
- d. Punishable by imprisonment in a federal penitentiary.

a - Torts are acts of wrongdoing. They fall under Civil Law.

108. Who of the following wrote a medical code of ethics?

- a. Hammurabi
- b. Tomas Percival
- c. Hippocrates
- d. All of the above.

d - All of these philosophers wrote some form of medical ethics code. Hammurabi wrote the first code in 2500 BC. Hippocrates is famed for, "Do no harm." Thomas Percival was a physician with an interest in sociological medicine and wrote a Code of Medical Ethics in 1803.

109. An example of slander is:

- a. A medical assistant falsely criticizing another medical assistant's skills.
- b. A medical assistant restraining a patient against her will.
- c. A medical assistant writing defamatory statements about a doctor on her Facebook wall.
- d. A medical assistant calling a coder's supervisor to report a billing error.

a - Slander is spoken words that could negatively impact the reputation of another individual. Written words that have the same implication is known as libel.

110. A patient pulls up her sleeve in preparation for an injection. This is an example of:

- a. Informed Consent
- b. Implied Consent
- c. Unwritten Contractual Consent
- d. Expressed Consent

b - Even though the patient hasn't given verbal permission to have a procedure done, her unspoken body language has implied this message.

111. Which of the following agency sets the standards for employee safety in the medical office?

- a. AAMA
- b. AMA
- c. CDC
- d. OSHA

d - The Occupational Safety and Health Administration oversees safety in the workplace and is federally mandated.

112. In order to address ethical issues,

- a. Professional organizations establish codes and creeds.
- b. Employers force employees to sign moral standards requirements upon beginning employment.
- c. Employers encourage employees to attend religious service.
- d. Potential candidates for a position in health care will be screened for moral and ethical shortcomings.

a - Ethical issues can be difficult to address as many employees have different personal morals. In order to standardize these codes, professional organizations develop ethical codes that are agreed upon by the members belonging to the organization. The AAMA has established its own code of ethics for medical assistants belonging to it.

113. A medical assistant witnesses a coworker forging a signature on a patient's chart. Which of the following is most true?

- a. The forgery is not a criminal act, but a civil violation.
- b. The medical assistant who witnessed the forgery is completely innocent of any act.
- c. The medical assistant who witnessed the forgery is liable for wrongdoing if she does not report the incident.
- d. The forgery of the document is nonfeasance.

c - If a medical assistant witnesses unethical behavior, she should report it to her supervisor immediately. Failure to report this type of activity could negatively impact her future in her place of business and her career.

114. A medical assistant who fails to act in a manner that is considered reasonable for someone working in that job capacity is considered to be:

- a. Fraudulent
- b. Abusive
- c. Acting outside of her scope of practice
- d. Negligent

d - The definition of negligence is failure to act in a manner that a prudent and reasonable person would under similar circumstances.

115. The Latin term meaning, "the thing has been decided," is:

- a. meant by the phrase, "Res ipsa loquitur," and says that a claim cannot be retried between two parties.
- b. meant by the phrase, "Res judicata," and says that a claim cannot be retried between two parties.
- c. meant by the phrase, "Subpoena duces tecum."
- d. meant by the phrase, "Respondeat superior."

b - A lawsuit that has been decided in the courts cannot be retried. This is described by the Latin term, "Res judicata."

116. Of the four d's of negligence, which implies that any damages or injuries that resulted from the physician's breach of duty were directly related to that breach and that no intermittent circumstances or intervening acts couldn't have caused the damage?

- a. Duty
- b. Derelict
- c. Damages
- d. Direct Cause

d - Direct Cause is a form of negligence where the physician's actions are directly related to a negative outcome or damage to the patient.

117. Governing the relationship between patients and physicians are:

- a. Rules of conduct called medical ethics.
- b. Legal laws set forth by the federal government.
- c. Rules of etiquette taught in health career education programs.
- d. Codes of conduct set forth by the American Association of Medical Assistants.

a - Ethical Codes of Conduct are oftentimes formulated and written by professional organizations serving patients in the health care community. The American Association of Medical Assistants has formed both a medical assistant creed and a code of ethics that medical assistants can reference.

118. In which of the following examples would informed consent be required?

- a. A patient is apprehensive about an upcoming surgery and chooses not to learn of the risks involved with the procedure.
- b. A child is rushed to the Emergency Room after falling from a third story window.
- c. An adult in a coma in a mental health institution with no listed next of kin.
- d. None of the above require informed consent.

d - In emergency situations where delaying treatment could mean the difference between life and death, in situations where the patient refuses to hear the risks, and in situations where patients are mentally incapacitated and no next of kin is designated, informed consent is not required.

119. A woman has died as a result of a motor vehicle accident. She is listed as an organ donor and her family wants to comply with her wishes. Which of the following is true?

- a. The woman would have had to list herself as an organ donor and notify her family prior to her death that she has considered donating her organs.
- b. The Uniform Anatomical Gift Act requires the physician caring for the patient to inform the family who receives the donor organs.
- c. Physicians can choose to go against the deceased's wishes if the family decides that organ donation is not an acceptable choice.
- d. Physicians have the legal responsibility to inform patients of the risks involved in donating organs.

c - Families that are left behind after the death of a loved one may not agree with organ donation. Physicians may choose to go with the wishes of the family over the wishes of the deceased if the family will suffer emotional trauma from the donation.

120. Which of the following labor situations is unlawful?

- a. An employee is told to retire because she has turned 65 years old.
- b. telling an employee that she must take a lunch period.
- c. not paying an employee who has run out of sick time for hours spent off the clock due to illness.
- d. All of the above are lawful situations.

a - Employees cannot be told to retire. In addition, age discrimination is covered by Equal Employment Opportunity Commission and is also unlawful.

121. To maintain a professional image, all of the following must be followed, EXCEPT:

- a. Leave personal problems at home
- b. Conduct personal business during office hours
- c. Do not procrastinate
- d. Avoiding gossip

b - Personal business should not be done during office hours. All the other choices are traits of professionalism.

122. Which of the following best describes empathy?

- a. Ability to adapt
- b. Willingness to work independently
- c. Putting oneself into the patient's situation
- d. Ability to communicate

c - Empathy is the ability to put oneself into the patient's situation. It is the ability to understand and share the feelings of another.

123. Ghost surgery is a term describing which of the following:

- a. The patient was not the one who signed the consent.
- b. A different physician performed the surgery on the patient.
- c. The patient died during surgery.
- d. The surgery did not actually happen.

b - Ghost surgery is when a surgeon other than the one consented by the patient performs the surgical procedure. Surgical ghosts are ethically questionable. Misleading the patient defeats the informed consent of the patient.

124. Which characteristic of professional behavior describes the ability to perform one's job to standards?

- a. Professional demeanor
- b. Team work
- c. Confidentiality
- d. Competence

d - Competence is the ability to perform one's job at par with standards. Competence leads to the ability to do something successfully or efficiently.

125. All of the following are credentials given to a medical assistant who passes a certification exam, EXCEPT:

- a. CMA
- b. CCMA
- c. AMA
- d. RMA

c - AMA refers to American Medical Association, and is not a credential. It is an association for physicians. CMA, RMA and CCMA are credentials given to medical assistants who pass the certification exam by the AAMA, RMT and NHA.

126. A false or malicious writing against another person:

- a. Fraud
- b. Slander
- c. Libel
- d. Battery

c - Libel is an intentional tort that is a false or malicious writing against another person. It is a method of defamation expressed by print, writing, or any communication used in physical form that is injurious to a person's reputation, exposes a person to public hatred, ridicule, or damages a person reputation in his/her business or profession.

127. Which of the following describes the ability or willingness to work independently?

- a. Flexibility
- b. Dexterity
- c. Competence
- d. Initiative

d - Initiative is the willingness to work independently. It is the power or opportunity to take charge before others do.

128. Which of the following is not within the scope of the professional duties of a medical assistant?

- a. Documenting a patient's general information on the patient's chart
- b. Drawing a fasting blood glucose test
- c. Prescription writing to patients
- d. Tracking supplies in the medical office

c - Prescription writing is the duty of the physician, not the medical assistant. Duties of the medical assistant includes: administrative/front office duties, clinical/back office duties- all under the supervision of a health care provider.

129. The performance of a lawful action in an illegal or improper manner:

- a. Misfeasance
- b. Malfeasance
- c. Malpractice
- d. Nonfeasance

a - Misfeasance is the performance of a lawful action in an illegal or improper manner. Misfeasance is distinct from Nonfeasance. Nonfeasance is a term that describes a failure to act that results in harm to another party. Misfeasance, on the other hand, describes some affirmative legal act that causes harm.

130. The credential given to a medical assistant who passed the exam by the AAMA:

- a. RMA
- b. CCMA
- c. CMA
- d. AMA

c - After passing the medical assistant certification exam, the AAMA awards the credential CMA, Certified Medical Assistant. RMA is awarded by the AMT. CCMA is awarded by the NHA.

131. Which of following is not a characteristic of professional behavior?

- a. Compassionate
- b. Influential
- c. Competent
- d. Ethical

b - Being influential does not necessarily mean professional. Compassion, competence and ethical behavior are all characteristics of a professional.

132. Which of the following is not one of the 4 D's of negligence?

- a. Duty
- b. Derelict
- c. Danger
- d. Direct cause

c - The 4 D's of negligence are: Duty, Derelict, Direct cause and Damages. Danger is not one of the 4 D's.

133. "Res ipsa loquitur" refers to:

- a. The master is responsible.
- b. The thing speaks for itself.
- c. It is what it is.
- d. What comes around, goes around.

b - Res ipsa loquitur means "the thing speaks for itself." It is a legal presumption that a defendant acted negligently even though there may be no direct evidence of liability.

134. Criminal offenses that are punishable by up to a year in jail:

- a. Felony
- b. Infraction
- c. Misdemeanor
- d. Summary offense

c - Misdemeanors are criminal offenses that are punishable by up to a year in jail. Punishment for misdemeanors can also include payment of a fine, probation, community service and restitution.

135. Formerly called JCAHO, Joint Commission on Accreditation of Healthcare Organizations:

- a. CLIA
- b. ADA
- c. CON
- d. TJC

d - The Joint Commission (TJC) was formerly called the Joint Commission on Accreditation of Healthcare Organizations. The Joint Commission accredits and certifies health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

136. What principle of law stands for the proposition that a physician is liable for her employees while working under her supervision?

- a. Res ipsa loquitur
- b. Respondeat superior
- c. Negligence
- d. Malpractice

b - A physician can be held liable for his or her employees while working under his or her supervision. Respondeat superior means "let the master answer." It is a form of vicarious liability.

137. A patient has been established to be "non compos mentis". What does this mean as far as the condition of the patient?

- a. Not an adult yet
- b. Unable to read and write
- c. Not of sound mind
- d. Under the guidance of her parents

c - "Non compos mentis" means "not of sound mind." These patients need guardians to give their consent.

138. What regulatory standard requires clinical laboratories to be certified before they accept human samples for diagnostic testing?

- a. OSHA
- b. CLIA
- c. TJC
- d. HIPAA

b - The Clinical Laboratory Improvement Act of 1988 or CLIA'88 regulates laboratory testing, and requires clinical laboratories to be certificated before they can accept human samples for diagnostic testing.

139. According to the Labor Standards Act, employee health records are required to be retained for:

- a. 10 years
- b. 3 years
- c. Varies by state, but usually 10 years after last date of employment
- d. Permanently

b - The Labor Standards Act requires employee health records be retained by the health care facility for a period of 3 years.

140. What body regulates the laws concerning workplace discrimination?

- a. JCAHO
- b. United States Employment and Equal Opportunity Commission
- c. United States Equal Employment Opportunity Commission
- d. American Disability Association

c - The United States Equal Employment Opportunity Commission, otherwise known as the EEOC, regulates the laws concerning workplace discrimination. If an employee wishes to file a discrimination claim they would contact this commission.

141. A specific statement that is written by an agency that depicts the minimum level of care is a(n):

- a. Goal
- b. Objective
- c. Regulation
- d. Standard

d - A standard is a specific regulation or statement that is written by an agency depicting the minimum level of expected care. Standards are written sequentially and can be organized by a series of numbers and letters.

142. A formal contract between two or more health care team members to provide services to a patient is a:

- a. Referral
- b. Recommendation for Care
- c. Contract for Care
- d. Physicians Agreement

a - A referral is a formal contract between two or more health care team members. This is for the purpose of providing services to the patient and is often used when a Primary Care Physician refers his/her patient to other physicians or health care specialties for a specialized type of care. Some examples would be a Dietician, an Occupational Therapist, a Speech Therapist, etc. A PCP could send a patient also to a Cardiologist, Gastroenterologist, or an Endocrinologist or any other specialty office.

143. A voluntary credential process usually made by a nongovernment agency is:

- a. Registration
- b. Certification
- c. Licensure
- d. Physicians Agreement

b - Certification is a voluntary process and under most circumstances it is usually made by a nongovernment agency. The purpose of certification is to ensure that the standards met are those necessary for safe and ethical practice of the profession.

144. To comply with the Health Insurance Portability and Accountability Act (HIPAA), the physician must provide the patient with:

- a. Office policy and procedure manual
- b. Notice of privacy practices
- c. Current fee schedule
- d. Staff member credentials

b - When requested by a patient, the physician must make the notice of privacy practices available to the patient. These privacy practices are posted in the medical clinic but each patient can request his/her own copy.

145. Physicians are required to keep payroll data for how many years?

- a. 3 years
- b. 4 years
- c. 5 years
- d. For all years the physician owns the practice

b - By law, a physician is required to keep payroll data for 4 years. These include social security numbers of the employees, the number of withholding allowances claimed, gross salary or hourly wage, and deductions for Social Security tax, Medicare tax, federal state, and other tax, as well as state disability insurance, and state unemployment tax.

146. During Carole's yearly review, her supervisor complimented her on being trustworthy and reliable. Choose the term that fits this compliment.

- a. Flexible
- b. Dependable
- c. Respectful
- d. Tactful

b - Dependability is an extremely important quality in a medical assistant. This shows reliability and trustworthiness to your employer and will help the medical assistant to further his/her career.

147. Carissa Martin has just had a first job interview after graduating from a medical assisting degree program. What would be the appropriate follow-up Carissa should take after the interview?

- a. Carissa should call the person who interviewed her in two days and ask if she got the job.
- b. Carissa should call the person who interviewed her the next week and ask for a second interview.
- c. Carissa should send a handwritten thank-you note to the person who conducted the interview.
- d. Carissa should send copies of her reference letters to Human Resources office the week after the interview.

c - Carissa should send a handwritten thank-you note to the person who conducted the interview. A handwritten thank-you note displays courtesy and professionalism. This will help Carissa create an added positive impression.

148. John is the most recent MA to be employed at a pediatric clinic. He felt unappreciated when his suggestion at a staff meeting was considered but not implemented, whereas some suggestions from others were used. What should John's strategy be for further participation in office meetings?

- a. John should ask to have the next meeting extended to discuss his suggestion further.
- b. John should focus on being a team player and to put his personal feelings aside.
- c. John should go ahead with his plan and the supervisor will see his idea works better.
- d. John should advise his supervisor that he would prefer not to be part of office meetings.

b - Every clinic or hospital has a slightly unique philosophy, but when everyone learns to work together as a team, and put their personal feelings aside, there is much better productivity and patient satisfaction. This is an important goal for all health care facilities.

149. Mrs. Carter, a patient at a health clinic, is quite ill and makes an appointment to discuss some issues with the physician. Prior to her seeing the doctor, Mrs. Carter asks a medical assistant what the formal name is for the document that helps make clear what she wants in the event that her illness becomes terminal. The medical assistant should tell her this would be called (a):

- a. Living will
- b. Euthanasia
- c. Trust
- d. Durable Power of Attorney

a - The living will is a legal document, voluntarily signed by a competent adult, stating what procedures or treatment that person wants done in the event of a terminal illness.

150. Dr. Findlay is retiring and closing his practice. What is the practice required to do?

- a. Inform the patients that he will no longer be able to assist them.
- b. Telephone each patient personally and tell them that they should pick up their records.
- c. Inform the patients in writing that the practice is closing and provide instructions for retrieving their medical records.
- d. There is no obligation for a practice to take any actions.

c - When a physician dies or decides to close the practice, the patients must be notified in writing of the time frame for closing and any instructions for retrieving their medical records or how to have the practice transfer their records to another practice.

151. Dr. Dastvan receives a legal document requiring him to appear in court and to provide a patient's original medical record. What Latin phrase describes this situation?

- a. Res ipsa loquitur
- b. Respondeat superior
- c. Subpoena duces tecum
- d. Stare decisis

c - Subpoena duces tecum is a legal document that requires a person to appear in court with specified documents, which can include a patient's original medical record. This Latin phrase means "bring with you under penalty of punishment." The subpoena will define exactly what documents are to be brought to court.

152. Dr. Jones closed his medical practice and moved to another state while he had patients under his care. He failed to inform his patients that that he was terminating their treatment. What cause of action may be brought against Dr. Jones by his patients?

- a. Breach of Contract
- b. Noncompliance
- c. Defamation
- d. Abandonment

d - To properly terminate the contract between the physician and the patient, the physician must notify the patient in writing in advance if the patient still needs treatment. Failure to do so results in abandonment.

153. Registered Medical Assistant (RMA) credential is awarded by which certification agency?

- a. AMT
- b. AAMA
- c. AMA
- d. NHA

a - Founded in 1939, American Medical Technologists (AMT) is a nationally recognized certification agency, and membership society for Medical Assistants. AMT is accredited by the National Commission for Certifying Agencies (NCCA). The Registered Medical Assistant (RMA) credential is awarded by the AMT.

154. The acronym AAMA refers to:

- a. Association of American Medical Assistants
- b. American Association of Medical Assistants
- c. American Alliance for Medical Assistants
- d. American Administration for Medical Assistants

b - AAMA refers to American Association of Medical Assistants. The mission of the American Association of Medical Assistants is to provide the medical assistant professional with education, certification, credential acknowledgment, networking opportunities, scope-of-practice protection, and advocacy for quality patient-centered health care.

155. If a medical assistant defies the doctor and refuses to obey his orders, it is an act of:

- a. Prejudice
- b. Sarcasm
- c. Insubordination
- d. Tenacity

c - Failure to obey orders and defiance of authority is insubordination. Refusing to obey an order that is unethical or illegal is not considered insubordination.

156. Putting off pending tasks to a later time, sometimes completing the task right before the deadline is:

- a. Proactive
- b. Indolent
- c. Procrastinate
- d. Negligent

c - Procrastination is the practice of putting off tasks at a later time, sometimes to the right before the deadline. Carrying out less important tasks because they are more pleasurable to do often leads to procrastination.

157. Which of the following is an example of professional conduct?

- a. Coming in a little late, but going home at a later time.
- b. Assisting fellow workers and expecting praise.
- c. Saying “no” to office politics and gossiping.
- d. Getting information about fellow employees and telling the supervisor about the information.

c - Avoiding office politics and gossiping is an example of a professional conduct. Office politics is the use of social networking within an organization to achieve changes that benefit the individuals within it.

158. Two patients arrive at the office simultaneously, one with severe high blood pressure and the other one with severe head ache. Deciding which patient is to be seen by the doctor first is referred to as:

- a. screening
- b. deprioritize
- c. triage
- d. selecting

c - Triage is the process of prioritizing sick or injured people for treatment according to the seriousness of the condition. Prioritizing patients ensures that patients are treated efficiently, especially when resources are not enough for all to be treated immediately.

159. Which of the following locations offers the most protection to confidential communications?

- a. Waiting room
- b. Reception area
- c. Examination room
- d. Cafeteria

c - Confidentiality is one of the core duties in the practice of medicine. It requires health care providers to keep health information private unless there is consent to release the information. Discussing patient information is not recommended in public places such as waiting rooms, reception areas and cafeteria. The examination area is a recommended area to discuss patient information.

160. Which attribute should the physician consider in hiring a medical assistant?

- a. Dependent
- b. Initiative
- c. Incompetent
- d. Indolent

b - Physicians look for medical assistants that have initiative. Initiative is the ability to do something before being told. Medical assistants who have this trait are independent and do not need to be given directions all the time.

161. If a medical assistant stops a patient from leaving the clinic against her will, and without medical or legal justification, the patient can accuse the medical assistant of:

- a. Harassment
- b. Invasion of privacy
- c. Fraud
- d. False imprisonment

d - False imprisonment involves intentionally restricting another person's freedom of movement. It is the unlawful restraint of another, against their will, and without medical or legal justification.

162. Charging patients for medical procedures and treatments that were actually not performed is:

- a. Negligence
- b. Embezzlement
- c. Felony
- d. Fraud

d - Fraud is the intentional deception of a person or entity by another made for monetary or personal gain. In this case, fraud is through falsification of billing claims to get reimbursements from the state or federal government.

163. An area of study that deals with ideas about what is good and bad behavior:

- a. Law
- b. Ethics
- c. Tort
- d. Malfeasance

b - Ethics is an area of study that deals with ideas about what is good and bad behavior. Medical ethics helps to improve patient care and public health by promoting professionalism.

164. The Latin phrase "Quid pro quo" refers to:

- a. Something for something
- b. Captain of the ship
- c. The evidence speaks for itself
- d. Malpractice

a - Quid pro quo is a Latin phrase that means "something for something." The phrase usually indicates an exchange of goods or services of roughly equivalent value.

165. Laws that are intended to reduce bystanders' hesitation to assist, for fear of being sued or prosecuted for unintentional injury or wrongful death:

- a. Estate law
- b. Uniform Commercial Code (UCC)
- c. Good Samaritan Law
- d. Constitutional Law

c - Good Samaritan laws are laws or acts protecting those who choose to serve to others who are injured or ill. They are intended to reduce bystanders' hesitation to assist, for fear of being sued or prosecuted for unintentional injury or wrongful death.

166. The highest law of the United States:

- a. International Law
- b. Public Law
- c. Supreme Court Law
- d. U. S. Constitution

d - The U.S. Constitution is the highest law in the land. It is the foundation on which all laws have been built. Constitutional law defines the relationship of the executive, the legislature, and the judiciary.

167. Not stopping for a stop-sign is a:

- a. Misdemeanor
- b. Felony
- c. Summary offense or infraction
- d. Penalty

c - A summary offense or infraction is a violation of a law or ordinance that usually results in a fine. Not stopping for a stop sign is an example of a summary offense or traffic infraction.

168. Serious crimes such as homicide, rape and arson fall into what classification?

- a. Misdemeanor
- b. Infraction
- c. Felony
- d. Heinous

c - A felony is a serious crime punishable by a term in state or federal prison of more than one year. In contrast, a misdemeanor is only punishable by confinement to county or local jail for less than one year and/or the imposition of a fine.

169. A corporate manager decided to divert corporate money to some of his family members who are not employed with the company by adding them to the payroll. This is an example of:

- a. Negligence
- b. Breach of confidentiality
- c. Splitting
- d. Embezzlement

d - The definition of embezzlement is the fraudulent conversion of another's property by a person who is in a position of trust, such as an agent or employee.. It involves misappropriating funds or property for one's own benefit.

170. The intentional touching of, or application of force to the body of another person in a harmful manner:

- a. Assault
- b. Battery
- c. Fraud
- d. Larceny

b - Battery is the unlawful touching or doing bodily harm without consent. Assault is the threat or the perceived threat of doing bodily harm by another person. Larceny is the unauthorized taking of the personal property of another by an individual who intends to permanently deprive the owner of it. Fraud is the intentional deception of a person or entity by another made for monetary or personal gain.

Medical Assistant Practice Exam – Content Area I: General Knowledge

Section 3 - Psychology and Communication

171. Elizabeth Kubler Ross is known for developing the Stages of Grief. Which of the following is true of these stages?

- a. All patients will go through all five stages of grief.
- b. Each patient will go through the stages of grief in the same order, but not necessarily in the same amount of time.
- c. Each patient who goes through the grieving process will experience some or all of the Stages of Grief in varying amounts of time.
- d. The Stages of Grief are an antiquated method of psychology and are not recognized in current practice.

c - The Stages of Grief are different for each person experiencing loss. The time spent in each stage and the order of the stages can differ greatly between those coping with loss.

172. The Hierarchy of Needs was proposed by which of the following Psychology researchers?

- a. Maslow
- b. Freud
- c. Erikson
- d. Skinner

a - Abraham Maslow is credited with defining the Hierarchy of Need. The Hierarchy of Needs are ranked in order to include Physiologic Needs, Safety and Security, Love and Belonging, Esteem and Recognition, and finally Self Actualization. In order to progress from one level to the next, subjects must satisfy the current need.

173. Which of the following scenarios accurately describes, "Self-Actualization?"

- a. Finding belongingness to a group
- b. Recognizing one's worth to society
- c. Feeling safe in one's environment
- d. Reaching one's full potential

d - Self-Actualization is the final stage in the Hierarchy of Needs by Maslow. This stage defines reaching a person's highest potential and can vary greatly from person to person.

174. According to Life's Eight Development Stages, Trust and Mistrust are most likely experienced:

- a. Shortly after birth
- b. The pre-teen years
- c. Middle age
- d. Old age

a - Erik Erickson defined psychosocial development based on eight stages ranging from birth to death. Each stage defines an on-going pattern of psychosocial growth. In order of appearance, the eight stages are Trust vs. Mistrust, Autonomy vs. Shame and Doubt, Initiative vs. Guilt, Industry vs. Inferiority, Identity vs. Role Confusion, Intimacy vs. Isolation, Generativity vs. Stagnation, and Ego Integrity vs. Despair.

175. Classical conditioning is demonstrated in which of the following examples?

- a. A child starts crying upon mention of going to the doctor.
- b. A dog barks when seeing a stranger.
- c. A patient is startled when a medical assistant quickly opens a door without announcing his presence.
- d. A baby boy urinates every time his diaper is removed to be changed.

a - Classical conditioning was described by Pavlov in a famous experiment involving a bell and a salivating dog. This theory of learning is based on obtaining a desired reaction based on giving rewards. Just as Pavlov was able to stimulate a dog to salivate by ringing a bell, children can be conditioned to associate pain with a visit to the doctor. From remembering previous visits that were unpleasant such as receiving injections, children will start to associate the doctor with pain.

176. B.F. Skinner is regarded as being the primary researcher for which learning method?

- a. Classical Conditioning
- b. Operant Conditioning
- c. Trial and Error
- d. Kinesthetic Learning Principle

b - Operant conditioning explores the relationship of obtaining a desired outcome with both rewards and punishment. B.F. Skinner is famed for using the "Skinner Box," which used a controversial method of studying operant conditioning.

177. Non-Verbal Communication is:

- a. Not the most utilized form of communication
- b. Uses facial expression and body language to send messages
- c. Most often used when sending messages over email or telephone
- d. An ineffective manner of communication

b - Non-verbal communication involves communication that is given by body language. Most messages are sent between sender and receiver using non-verbal communication.

178. Which of the following scenarios provides an example of a medical assistant overcoming a barrier to communication?

- a. A medical assistant uses lecture as a means of explaining how to run a finger stick glucose test to an elderly patient.
- b. A medical assistant writes her directions to a patient that is hearing impaired.
- c. A medical assistant speaks loudly to a patient who speaks a non-English language.
- d. A medical assistant uses the terms, "micturate," and, "defecation," while talking with a minor.

b - Overcoming barriers of communication involve using methods of communication that is understandable to the receiver. In the example provided, a deaf or hearing impaired patient would have an easier time understanding directions if they are written to overcome the obstacle of the hearing loss.

179. A patient who is displaying the defense mechanism of Compensation would:

- a. Refuse to hear unwanted information.
- b. Transfer feelings of negativity to someone else.
- c. Overemphasize behaviors which accommodate for perceived weaknesses.
- d. Place blame on others for personal actions or mistakes.

c - Compensation means to overcome a perceived weakness by over compensating another behavior or personality trait.

180. Assuming that an elderly patient will have a difficult time understanding the directions for how to take medication is an example of:

- a. Prejudice
- b. Stereotyping
- c. Encoding
- d. Rationalization

b - Stereotyping is defined as providing a generalization about a person based on his culture. The medical assistant in this situation was stereotyping her patient by believing

that her patient would automatically have a difficult time understanding directions based solely on the fact that the patient is elderly. A prejudice is forming a negative opinion of someone based on his or her heritage or culture.

181. Which of the following questions is considered, "Open Ended,"?

- a. What time did you last take your medications?
- b. Are you feeling ok right now?
- c. Please describe your symptoms?
- d. What day are you available for a follow-up appointment?

c - Open ended questions are questions that will yield an answer that is detailed and descriptive. Closed ended questions will yield answers that are one or two words in length.

182. What are the three necessary components of communication?

- a. Sender, Receiver, Feedback
- b. Sender, Message, Receiver
- c. Message, Feedback, Clarification
- d. Sender, Interpretation, Receiver

b - The three necessary components of communication include, Sender, Message, and Receiver. If any of these components are missing, communication cannot occur.

183. Which of the following would be an inappropriate and potentially unlawful interview question?

- a. Where do you see yourself in 5 years?
- b. Do you have any commitments outside of work that would hinder your ability to be a high-performer?
- c. How do your children feel about your decision to work here?
- d. If you could pick any color, which would it be?

c - Interview questions which focus on a person's religious affiliation, marital status, or number of children are unlawful and cannot be legally asked during an interview.

184. A patient that is using a psychological behavior to deal with negative emotions is said to be employing a:

- a. Defense mechanism
- b. Therapeutic use of self
- c. Behavioral modification
- d. Essential use of rationalization

a - Defense mechanisms are a process of dealing with unpleasant emotions. Patients using this type of behavior may be experiencing feelings that are unwelcome. Reacting in a way that helps them deal with their emotions without addressing these feelings is a protective mechanism.

185. A patient displays the following body language: Slumped shoulders, grimace, and stiff joints. What message is this patient sending?

- a. Anger
- b. Aloofness
- c. Empathy
- d. Depression

a - Body language is a form of non-verbal communication. Negative messages can be sent easily with the use of improper or tense posture. Anger is conveyed by grimacing as if in pain and tensing the shoulders.

186. To assure that a medical assistant has understood what a patient has stated, which of the following scenarios would BEST verify understanding?

- a. Repeat what the patient said word for word.
- b. Repeat parts of what the patient has stated.
- c. Summarize what the patient stated asking questions where you are unclear.
- d. Ask the patient to repeat what he said.

c - Summarizing what a patient has told you allows you to use your own words to verify understanding. Repeating what has been said can only verify that you were able to hear what was said.

187. A patient has been coming to your office for many years. You know the patient and her family very well as they are all cared for by your office. The patient has invited you to her son's wedding. Which of the following would be the BEST response to this invitation?

- a. Decline the invitation but convey your best wishes.
- b. Decline the invitation stating that it is against office policy to socialize with patients.
- c. Accept the invitation but do not let anyone else in the office know that you are attending.
- d. Accept the invitation if others in your office were also invited.

a - To maintain the highest level of professionalism in the workplace, it is best to avoid personal relationships with patients. While it may be tempting to befriend a patient who shares interests and personality traits, it's not in the best interest of office professionalism to do so.

188. A patient who refuses to believe a terminal diagnosis is exhibiting:

- a. Regression
- b. Mourning
- c. Denial
- d. Rationalization

c - Denial is a defense mechanism that allows a patient the ability to avoid negative emotions that result from an unacceptable reality.

189. Which Stage of Grief is exhibited in the following scenario: A patient has reported that after the loss of his spouse, he has been having difficulty sleeping and has been agitated. He doesn't have the motivation to complete day to day tasks.

- a. Denial
- b. Anger
- c. Depression
- d. Acceptance

c - Depression is one of the Stages of Grief theorized by Elizabeth Kubler Ross. A loss of motivation, feelings of anxiety and sadness, and a difficulty coping with day to day activities are all signs of depression.

190. A patient is becoming belligerent at the front desk due to a long wait. Which of the following would BEST handle the situation?

- a. Offer to reschedule the patient.
- b. Allow the patient to blow off steam by giving her time to vent her frustrations.
- c. Tell the patient that the doctor will be with her in 5 minutes.
- d. Tell the patient politely that you are not to be spoken to so rudely and she should return to her seat until the doctor is ready to see her.

a - Patients who are unhappy with unavoidable wait times in the waiting room should be offered the chance to reschedule the appointment. If patients become abusive or exhibit threatening behavior, they can be asked to leave or a call can be made to the local authorities for assistance.

191. Two medical assistants work very closely in their office. Over the past few weeks the atmosphere has become tense between the two of them. Arguments are becoming a daily occurrence and both MAs are starting to consider not going work just to avoid an altercation. Which of the following is true regarding this situation?

- a. Productivity in the office will suffer due to poor employee morale.
- b. The best way to solve this situation is to identify the problem and come up with a mutually acceptable solution.
- c. Stress or stress related medical conditions are some of the most common reasons why employees choose to call off.
- d. All of the above are correct.

d - A tense atmosphere can raise stress levels and negatively impact staff morale. The best way to deal with this type of situation is to identify that there is a problem and work together to come to a solution. While this may place employees out of their comfort zones, it will allow for all parties to be heard.

192. When interviewing a potential employee, which of the following questions is legal and would give the interviewer the MOST USEFUL information?

- a. Tell me about a time when you had to use critical thinking skills to solve an issue that you were having on the job.
- b. Have you been in the medical field for a long time?
- c. Will your family obligations keep you from performing at your best?
- d. Do you feel that your morals will affect the way that you perform your assigned tasks?

a - Asking open ended questions will allow the interviewer to see how the interviewee reacts to being under pressure. By asking questions that require an explanation, employers can get more information than asking a yes or no type question. In addition, open ended questions that have no link to a person's religious affiliation, age, gender, or marital status are legal questions and should be answered by those being interviewed.

193. You have been assigned the task of writing a patient education pamphlet to instruct patients on how to correctly collect a 24-hour urine sample. Which of the following would be the BEST way to accomplish this task?

- a. Choose professional terminology (such as using "micturate" for urinate) so as to not offend patients.
- b. Choose terminology that patients would use in every day conversation.
- c. Suggest that someone more experienced should handle this task to avoid making a mistake which could harm patients.
- d. Suggest that the physician instruct patients on proper specimen techniques since she will be the one who orders the test.

b - Patients are best able to learn when they are spoken to in terminology they can

understand. Medical assistants play a great role in patient education on a daily basis.

194. When considering growth and psychological development, which of the following is TRUE?

- a. Growth and Development are considered to be evolving until the subject is around 20 yrs. old.
- b. Growth is considered to be evolving until the subject is around 20 yrs. old. Psychological development is ongoing throughout life.
- c. Psychological development often matures along the same timeframe as growth spurts.
- d. Growth and psychological development are independent of each other and have no influence on one another.

b - In general terms, growth ceases to occur after the 20th year of life. Psychological development can occur until death.

195. When considering Sigmund Freud's Psychosexual Development theory, morals and values are found:

- a. with the Id
- b. with the Ego
- c. with the Superego
- d. None of the above.

c - Morals and values in the Superego are closely related to feelings of guilt, inhibition, and shame. Basic instincts are found in the Id and impulse satisfaction is found in the Ego.

196. Which of the following is the highest in Maslow's hierarchy of needs?

- a. Self-esteem
- b. Safety
- c. Social
- d. Self-actualization

d - Self-actualization is the highest of Maslow's hierarchy of needs. It is the achievement of one's full potential.

197. Which of the following is not considered nonverbal communication?

- a. Facial expressions
- b. Interjection
- c. Hand gestures
- d. Posture

b - Interjection is a form of verbal communication. It is a word or phrase expressed in a strong emotion. Nonverbal communication includes: grooming, dressing, eye contact, facial expressions, hand gesture, space, tone and posture.

198. The 5 stages of grief, according to Elizabeth Kubler Ross, come in the following order:

- a. Denial, Anger, Bargaining, Depression, Acceptance
- b. Anger, Bargaining, Denial, Acceptance, Depression
- c. Bargaining, Denial, Acceptance, Depression, Anger
- d. Acceptance, Denial, Anger, Bargaining, Depression

a - The proper order of the 5 stages of grief by Elizabeth Kubler Ross is: denial, anger, bargaining, depression and acceptance.

199. In the U.S., the personal space used in public is:

- a. 1 to 4 feet
- b. 4 to 12 feet
- c. 12 to 15 feet
- d. Up to 2 feet

c - In the U.S., personal space in public is 12 to 15 feet. Intimate is touching to 1.5 feet. Social is 4 to 12 feet.

200. What is a phobia?

- a. Irrational fear of objects or situations
- b. Reaction to actual danger
- c. Obsessions
- d. Compulsion to do something

a - Phobias are irrational fears of objects or situations. It is an abnormally fearful response to a danger that is imagined or is irrationally exaggerated.

201. Which of the following is not a barrier to communication?

- a. Embarrassment
- b. Stereotyping
- c. Withdrawal
- d. Acknowledgment

d - Acknowledgment is an action of expressing gratitude or appreciation for something. It is not barrier to communication. Embarrassment, discomfort, language problems, withdrawal, prejudice are all examples of barrier to communication.

202. An employee hates her superior but instead of acting in accordance with her feelings, she overly cares for him and expresses a desire to retire with the company someday. What defense mechanism is the employee exhibiting?

- a. Denial
- b. Projection
- c. Sublimation
- d. Reaction Formation

d - Reaction Formation is the converting of unwanted or dangerous thoughts, feelings or impulses into their opposites. For example, an employee who hates her superior may instead be overly caring towards him, and expresses to retire there.

203. A belief that all members of a culture, subculture or group are the same:

- a. Prejudice
- b. Projection
- c. Stereotyping
- d. Maligning

c - Believing that all members of a culture, subculture or group are the same is stereotyping. It is a way to reduce the amount of thinking we have to do when we meet someone new.

204. An employee becomes angry with his boss. Instead of expressing his anger to the boss for fear of losing his job, the employee punches a wall. What defense mechanism is the employee exhibiting?

- a. Repression
- b. Displacement
- c. Intellectualization
- d. Rationalization

b - Displacement is the redirecting of thoughts and impulses at one person or object to another person or object. Displacement is used when people cannot express their feelings in a safe manner to the person they are directed at. For example, an employee who hates his boss, but can't express his anger at him for fear of losing his job might instead punch a wall.

205. When interviewing a patient, an effective technique that the medical assistant can use is:

- a. Rationalizing
- b. Stereotyping
- c. Clarifying
- d. Probing

c - Clarifying demonstrates the desire to understand what the patient is communicating. The other choices are ineffective techniques.

206. Which of the following is an anxiety about being in situations in which escape might be difficult?

- a. Agoraphobia
- b. Phobia
- c. Panic disorder
- d. Obsessive-Compulsive disorder

a - Agoraphobia is an intense fear of being in public places where escape might be difficult. Persons with agoraphobia frequently also have panic disorder.

207. When we justify our thoughts or actions whether it is right or wrong:

- a. Rationalization
- b. Sublimation
- c. Feedback
- d. Displacement

a - Rationalization is justifying thoughts and actions, whether it is right or wrong. It can also be used in making excuses.

208. According to Sigmund Freud, a child can be fixated at this psychosexual stage if he or she becomes obsessed with control, perfection and cleanliness?

- a. Oral
- b. Anal
- c. Phallic
- d. Latency

b - The anal stage is directly related to a child's awareness of bowel control and gaining pleasure through the act of eliminating or retaining feces. It is believed that when a child becomes fixated on receiving pleasure through controlling and eliminating feces, a child can become obsessed with control, perfection and cleanliness.

209. Which of the following is not an effective communication strategy for the visually-impaired?

- a. Alerting the patient before touching him.
- b. Increase your tone so he can understand you better.
- c. Describe surroundings and locations of structures.
- d. Allowing the patient to touch instruments and things when appropriate.

b - In sight impaired patients, you should speak in a normal tone of voice. Not all visually impaired are deaf. Describe the surroundings, alerting before touching the patient, and allowing the patient to touch his surrounding when appropriate are strategies to assist the visually impaired.

210. According to Jean Piaget, once children acquire language, they are able to use symbols such as words or pictures to represent objects. Which stage of cognitive development is this?

- a. Sensorimotor
- b. Preoperational
- c. Concrete operational
- d. Formal operational

b - Preoperational stage is when children begin to think symbolically and learn to use words and pictures to represent objects. They also tend to be very egocentric, and see things only from their point of view.

211. A nurse says to a patient “Just so I understand, you said that . . . “. This type of communication is:

- a. Restating
- b. Reflecting
- c. Focusing
- d. Probing

a - Restating is to state something again or in a different way. It lets the patient know how the message was interpreted by the health provider.

212. Which of the following best describes Kubler-Ross’s Stages of Grief?

- a. Denial is the first stage of grief that patients experience.
- b. All patients go through the same stages of grief.
- c. Depression is the last stage of grief that patients experience.
- d. Each dying patient and their family members have individual experiences.

d - It is important to remember that each dying patient and his or her family members have individual experiences. There is no set period of time for any stage of grief, and patients and

their family members may go through the stages differently. Patients, as well as family members, can move back and forth between the stages or stay in one stage until death.

213. A husband gets really angry at his wife but accuses her of being made at him. This defense mechanism is:

- a. Denial
- b. Splitting
- c. Projection
- d. Reaction formation

c - **Projection** is a defense mechanism that involves taking our own unacceptable thoughts or feelings and assigning them to other people. Sometimes we don't want to acknowledge the truth about ourselves, and so we turn it around and put it on others.

214. When dealing with a hearing- impaired patient, which of the following is NOT a recommended strategy?

- a. Eliminate as much background noise as possible.
- b. Touch the patient's arm or shoulder gently to get the patient's attention.
- c. Speak in a normal tone.
- d. Use visual aids as appropriate.

c - Since the patient has hearing impairment, it is recommended to increase your voice volume, but refrain from shouting. Background noise should be also eliminated, touching the patient's arm to get the patient's attention and using visual aids are all recommended strategies.

215. Holding a negative opinion or bias regarding a person because of the person's affiliation with a specific group:

- a. Projection
- b. Prejudice
- c. Persecute
- d. Prosecute

b - Prejudice is an unfair feeling of dislike for a person or group based solely on the individual's membership in a social group. Prejudice can be based on various factors: sex, race, age, nationality, socioeconomic status or religion.

216. The body's reaction to stress is:

- a. Fight or flight
- b. Denial
- c. Anger
- d. Acceptance

a - This combination of reactions to stress is also termed as the "fight-or-flight" response. It enables people to adapt quickly to life-threatening situations.

217. A baby rolls over and sits up. What is the stage of growth and development of this baby?

- a. 0-3 months
- b. 4-7 months
- c. 8-12 months
- d. 13-18 months

b - At age 4 - 7 months, the infant can roll over and sit up. The infant can also grasp objects, and has good eye coordination.

218. An example of a close-ended question is:

- a. "Tell me about yourself."
- b. "Do you have asthma in your family?"
- c. "What are you thinking about?"
- d. "What brings you to the clinic today?"

b - An example of a close-ended question is "Do you have asthma in the family?" Close-ended questions are those which can be answered by a simple yes or no. Open-ended questions are those which require more than just a yes or no answer.

219. A student plays video games instead of studying, justifying that further study would not do any good anyway. This defense mechanism is:

- a. Rationalization
- b. Sublimation
- c. Denial
- d. Displacement

a - Rationalization is creating a false but reasonable excuse to justify unacceptable behavior. According to Freud, when people are not able to deal with the reasons of their behavior, they protect themselves by creating self-justifying explanations for their behaviors.

220. Which of the following is not considered verbal communication?

- a. Telephone call
- b. Radio advertisement
- c. Email correspondence
- d. Talking face-to-face

c - Email communication is an example of a written communication. Telephone, television and face to face communication all uses verbal communication.

221. A hungry baby cried her eyes out until she was fed. According to Freud, which part of the psyche is responsible for this?

- a. Superego
- b. Id
- c. Ego
- d. All of the above

b - The id is the instinctive component of the Psyche. It is the most basic part of personality that wants instant gratification for wants and needs. If these needs or wants are not met, a person becomes tense or anxious.

222. The patient says "I have many responsibilities in my life: my parents, my children, and my job." The medical assistant responds by saying "Of all the responsibilities you have pointed out, which is causing you the most stress?" What communication technique is the medical assistant using?

- a. Clarifying
- b. Focusing
- c. Reflecting
- d. Summarizing

b - Focusing concentrates attention on a single point. It is useful if patient jumps from one topic to the other.

223. At what age group do bone and muscle mass start to decrease and wrinkles appear?

- a. 20-30
- b. 30-40
- c. 40-50
- d. 60-70

c - At around age 45, the bone and muscle mass start to decrease. Other physical changes: wrinkles appear, hair decreases and reflexes become slower.

224. Which of the following is not a barrier to communication?

- a. Using medical terminology
- b. Giving advice
- c. Restating statements of the patient
- d. Leading questions

c - Restating checks the interviewer's interpretation of the patient's message for validation. It is not a barrier to communication; it is a therapeutic communication technique.

225. According to Freud, which component of personality is in contact with reality?

- a. Id
- b. Ego
- c. Superego
- d. Alter ego

b - The ego is the part of personality that deals with reality. The ego develops from our basic drives and instincts (id), and ensures that it can be expressed in an acceptable manner in the real world.

226. At what stage of Erik Erickson's psychosocial development is achieving one's life goals while considering the welfare of future generations?

- a. Identity vs. Role Confusion
- b. Initiative vs. Guilt
- c. Ego integrity vs. Despair
- d. Generativity vs. Stagnation

d - Generativity versus stagnation takes place during middle adulthood, around the ages of approximately 40- 65. Contributing to society that benefits future generations is an important need to be fulfilled at this stage. Stagnation, on the other hand, refers to failure to improve oneself and find a way to contribute to society. These adults may feel disconnected or are uninvolved with their community and with society.

227. The shared patterns of behaviors and interactions learned through the process of socialization:

- a. Cult
- b. Culture
- c. Class
- d. Coalition

b - Culture is the set of the beliefs, behavior and common characteristics to the members of a particular group or society. It is a defining element that constitutes society.

228. A patient who was diagnosed with lung cancer starts sucking his thumb and assumes a fetal position. What defense mechanism is he manifesting?

- a. Sublimation
- b. Regression
- c. Repression
- d. Denial

b - Regression is escaping back into an earlier developmental stage when confronted with a distressing event. Regression is one of Anna Freud's defense mechanisms.

229. A teenager is mad because he doesn't want to eat vegetables. Because of this, she develops abdominal pain. This is an example of:

- a. Reaction formation
- b. Somatization
- c. Intellectualization
- d. Repression

b - Somatization is the transference of an emotional distress into a physical manifestation. The symptoms the patient feels are real, and are not manufactured or faked on purpose.

Medical Assistant Practice Exam – Content Area II: Admin Knowledge

Section 4 - Bookkeeping, Credits and Collections

230. Which of the following pieces of information would be considered patient demographics?

- a. Patient's Age
- b. Patient's date of last X-ray
- c. Patient's current blood pressure
- d. Patient's last date of Rx refill

a - Demographic information is data that can identify a patient. Names, addresses, telephone numbers and ages are all considered demographic information.

231. The “Write it Once” system is used in some offices as an alternative to:

- a. Computerized scheduling systems
- b. Hospital referral services
- c. Computerized bookkeeping
- d. Medical resource allocation

c - Write it Once systems are sometimes referred to as Pegboard systems where financial information is written once but recorded in three different places.

232. Restrictive endorsements on checks:

- a. Limit how a check can be cashed
- b. Restrict the amount of money that can be received from a check
- c. Prevents inaccurate records of deposit
- d. None of the above

a - A restrictive endorsement limits the ability of a person to cash a check. Restrictions are placed on checks to ensure the proper person or organization cashes the check.

233. When depositing checks in the bank:

- a. A deposit ticket must be filled out.
- b. Bills and checks must be listed individually
- c. A signature is needed to withdraw cash.
- d. All of the above.

d - Depositing checks into the bank requires the movement of funds from one person to another. The process is controlled to ensure that mistakes in documentation do not occur.

234. A check stub:

- a. is a smaller form to the left of each check that is used to manually record information placed on the check that is distributed.
- b. is a booklet containing the banking information for the office.
- c. is information that is used to deposit funds into the holder’s account when signed by the payee.
- d. None of the above.

a - Check stubs are the pieces of a check that is left over when a check is pulled from the perforation in the checkbook. These stubs are used for reference when balancing the checkbook for accuracy.

235. In order to ensure that a check can only be cashed once,

- a. the office manager should keep a running list of all of the checks used by that office.
- b. the bank will destroy all checks and any records of the check.
- c. checks that have been cashed should be locked in a designated area.
- d. checks are stamped by the bank when cashed.

d - Checks are stamped by the bank and considered, "Cancelled," when funds have been moved from one account to another.

236. Deductions are:

- a. money owed to the practice.
- b. also known as debits.
- c. amounts that are to be added to the check register.
- d. None of the above.

b - Deductions are sums of money that are removed from the account. They are also known as debits. Deductions are often in the form of payments from the office to a vendor or utility company.

237. Bank statements:

- a. show the current balance for that particular statement period.
- b. typically sent to the practice on a monthly basis.
- c. must be reconciled when received by the office.
- d. All of the above.

d - Bank statements are used to help balance the books. Books are balanced on a monthly basis when the statements are mailed from the bank.

238. A patient sends a check to pay for her last office visit. That check bounces at the bank. Which of the following is the most likely scenario when dealing with this situation?

- a. The patient will be charged an NSF fee by the office.
- b. The patient will receive a letter from the bank stating that the account with the doctor's office is closed.
- c. The bank will honor the check and transfer funds to the office account.
- d. The patient will receive a notice from the bank stating that cash will be required for all future transactions with the office.

a - NSF fees are fees assessed by the office for non-sufficient funds. Banks will typically charge a company a fee if checks bounce. These fees are passed to the writer of the bad check in the form of NSF fees.

239. When writing a check, the amount of the check:

- a. is written in both numeric and word form.
- b. in most cases should exactly match the amount needed for the services rendered.
- c. should have the cents written as #/100 where # is the total cents needed.
- d. All of the above.

d - The intended amount of a check is written both in numeric and alpha form. Any odd cents that are needed are written numerically as #/100, where the # is the amount of the odd cents needed. Both the numeric and alpha numbers must match in order for the check to be valid.

240. Assets are:

- a. Securities
- b. Machinery
- c. Merchandise
- d. All of the above.

d - Assets are any piece of equipment or fund of value that adds worth to the company.

241. Which of the following will increase the owner's equity?

- a. Drawing
- b. Revenue
- c. Expenses
- d. None of the above.

b - Equity is one's worth. Revenue is money coming into the organization and will add value.

242. The best way to handle petty cash:

- a. is to assign one person to handle it.
- b. is to keep it locked in the back office until needed.
- c. is to replenish the supply only when it is completely depleted.
- d. None of the above.

a - Petty cash is cash that is used in the office for odds and ends. Having only one person assigned to the petty cash drawer will help to avoid issues with missing money.

243. A delivery has just been received in your office. Which of the following scenarios is best when dealing with orders?

- a. Designate one person to handle all deliveries to avoid confusion.
- b. Allow anyone in the office to handle deliveries as long as the packing slips and invoices are handled appropriately and at the time the supplies are put away.
- c. Immediately put all stock away allowing the person who ordered the materials to handle the packing slips.
- d. None of the above.

b - Deliveries received in the office should be put away as soon as possible. The packing sheets should be checked against the materials received to ensure that all items that are to be paid have been delivered.

244. Geographical area is important when:

- a. establishing fee schedules.
- b. handling equipment orders.
- c. following office policy on bookkeeping.
- d. None of the above.

a - Fee schedules are set by the office based on the usual fee charged for a procedure. These usual fees are based on geographic location which allows fees to remain competitive, yet fair.

245. Aging accounts are addressed:

- a. typically every thirty days until payment is received.
- b. only by the office manager.
- c. mainly when patients visit the office.
- d. None of the above.

a - Aging accounts are given attention at thirty day intervals.

246. Collection mailings:

- a. are more economically feasible when handled using post cards rather than sealed envelopes and, therefore, the most used method of notifying patients by mail.
- b. are an attempt to notify a patient of a credit owed the patient.
- c. are considered, "Dun Messages."
- d. All of the above.

c - Collection mailings are to remain confidential and should be mailed in an inconspicuous envelope. They are considered Dun Messages as this term implies a notification made to remind a patient of a debt owed the office.

247. A patient has been receiving care from your office while fighting cancer. The patient dies before payment is received in the office. The best way to ensure that the office receives payment for services rendered is:

- a. contact the next of kin listed in the patient chart.
- b. file a claim against the patient's estate.
- c. Initiate a claim with a collections agency.
- d. There is no way to receive payment once a patient has expired.

b - The only legal recourse for collecting a debt from a patient after he is deceased is to work through the patient's estate. Next of kin is not responsible for a patient's outstanding balance.

248. FICA is:

- a. collected by the state to pay for insurance.
- b. used to pay for Social Security and Medicare.
- c. is voluntary.
- d. All of the above.

b - FICA stands for Federal Insurance Contribution Act. FICA is collected and used by the Federal Government to pay for Social Security and Medicare.

249. I-9 forms are:

- a. required by the federal government.
- b. require the employer to verify forms of identification.
- c. filed within three business days of hire.
- d. All of the above.

d - I-9 forms are required by Federal Law to confirm the identity of employees. These forms are required to be filed with the Federal government within three days of the employee's hire date.

250. Liabilities are debt obligations. Which of the following formulas is accurate when calculating liabilities?

- a. $\text{Liabilities} = \text{Assets} + \text{Owner Equity}$
- b. $\text{Liabilities} = \text{Owner Equity} - \text{Assets}$
- c. $\text{Liabilities} = \text{Assets} - \text{Purchaser's Equity}$
- d. $\text{Liabilities} = \text{Assets} - \text{Owner's Equity}$

d - The proper accounting formula to calculate liabilities or monies owed to others is

calculated by subtracting the Owner's Equity from total Assets.

251. Which of the following collections scenarios is allowed by law?

- a. To ensure that someone will be available to take the call, collectors should call debtors after 10pm.
- b. To make the point clear to debtors, collectors should call the debtors daily until all debts are paid in full.
- c. Collections mailings should be sent daily on postcards to save money on postal notifications.
- d. All of the above are illegal collections practices.

d - Collections practices must be conducted within the parameters of the law. Collections calls should be done while maintaining the debtor's privacy and only during the hours of 8am until 8pm.

252. When referring to collections, what is a "skip"?

- a. A patient who omits or skips a payment.
- b. A patient who has moved purposely to avoid paying a bill.
- c. A gesture of goodwill by the collections agent where a collections call is skipped for one month.
- d. None of the above.

b - A "skip" is a patient who purposely moves to delay or avoid paying money owed a practice. Skips can be traced by checking with a patient's employer or the Department of Motor Vehicles for a forwarding address.

253. To obtain collections through small claims court,

- a. Judgment must be made on behalf of the plaintiff.
- b. an attorney is not necessary.
- c. a judge will pass judgment but will not collect funds owed the practice.
- d. All of the above.

d - Small claims court has the benefit of a short turnaround time for judgment and cost savings over attorney directed collections lawsuits. Claims should be less than \$5000 and an attorney is not necessary. A judge will make a decision but the office still has the responsibility of collecting the funds owed.

254. Which of the following is not considered an asset?

- a. Money
- b. Bank debts
- c. Medical and office equipment
- d. Land, buildings, furniture

b - Bank debts are considered a liability. Assets are property owned and controlled by a business, including land, building, equipment, money, stocks, bonds and investments.

255. A physician asks a medical assistant to run to the store to get stickers to give to children who come into the office for medical care. How should the medical assistant pay for the stickers?

- a. Accounts receivable
- b. Petty cash
- c. Accounts payable
- d. Personal check

b - Petty cash is the cash kept within the office to cover for minor purchases. This eliminates the need to write a check for minor purposes.

256. A doctor's office recently bought new waiting room furniture and financed the purchase. From the perspective of the doctor's office, what is the nature of the debt owed to the vendor?

- a. Asset
- b. Account receivable
- c. Account payable
- d. Owner's equity

c - An account payable is money owed to a vendor. These can be for purchases for goods or services.

257. IRS Form W-2 refers to:

- a. Request for Federal Tax Identification Number
- b. Social Security number application form
- c. Wages and Tax statement
- d. Federal unemployment tax return

c - A W-2 tax form shows the amount of taxes withheld from your paycheck for the year. It is used to file for federal and state taxes.

258. The government agency that regulates Medicaid and Medicare:

- a. HCFA
- b. CPT
- c. ICD
- d. OSHA

a - The Health Care Financing Administration (HCFA) is the government agency that regulates Medicaid and Medicare. HCFA establishes standards for medical providers that require compliance to meet certification requirements.

259. What coding system is used to code for procedures and medical services provided by the practitioner?

- a. ICD-10
- b. HCPCS
- c. CPT
- d. FDA

c - Current Procedural Terminology (CPT) is a list of codes of procedures and services performed by health practitioners. The CPT book is divided into 6 sections: E&M, Anesthesia, Surgery, Radiology, Pathology, and Medicine.

260. All of the following are types of insurance plans, EXCEPT:

- a. EPO
- b. HMO
- c. PPO
- d. WHO

d - Exclusive Provider Organization (EPO), Preferred Provider Organization (PPO) and Health Maintenance Organization (HMO) are types of insurance plans. WHO is not a type of insurance plan. WHO refers to World Health Organization.

261. Which of the following is an insurance plan for military personnel and veterans?

- a. TRICARE
- b. HMO
- c. PPO
- d. EPO

a - Insurance plans for the armed services include TRICARE and CHAMPVA. TRICARE is a comprehensive health benefit program for the dependents of men and women of the armed forces.

262. What is the annual amount an insured must pay toward the cost of medical services before insurance policy benefits will begin covering medical costs?

- a. Copayment
- b. Deductible
- c. Fee for service
- d. Coinsurance

b - A deductible is an annual amount to be paid by the insured toward the cost of service before the insurance policy benefits are started.

263. Which of the following are documents prepared by the insurance carrier that identifies the services covered by the policy, the amount billed by the provider, the amount paid by the insurance carrier and the amount for which the insured is responsible?

- a. Certificate of coverage
- b. Contingent beneficiary
- c. Explanation of benefits
- d. Coordination of benefits

c - The explanation of benefits explains the following to the patient: the services covered by the policy, the amount billed by the provider, the amount paid by the insurance carrier and the amount for which the insured is responsible.

264. Cash amounts that are paid out are called:

- a. Payables
- b. Disbursements
- c. Invoices
- d. Packing slips

b - Disbursements are the payment of funds and can be cash or check or even by office credit card for these purposes. Disbursements can be entered into the accounting records several ways and this would depend on the accounting system in use in each particular office.

265. Amounts that are owed to a business for services rendered or goods supplied are called:

- a. Liabilities
- b. Accounts receivable
- c. Vendor requisitions
- d. Disbursements

b - In the accounting system, the accounts receivable would be termed as the sum that would be owed to the business. The bookkeeper/accountant would keep a balance of what

is owed and should be collected in the future to the business, such as a medical clinic. Adjustments can be made in some circumstances by the accounting department.

266. Assets = Liabilities + Owner Equity. Which accounting system uses this equation?

- a. Accounts receivable
- b. Single-entry
- c. Daily log
- d. Double-entry

d - The double-entry system is based on this equation. This does require more extensive knowledge of accounting procedure than the single-entry system.

267. The debt obligation of a business:

- a. Accounts receivable
- b. Equity
- c. Liability
- d. Asset

c - A liability is the debt obligation of a business. It includes accounts payable and debts.

268. It is a one-write system in which all transactions for the day are recorded:

- a. Pegboard
- b. Single-entry
- c. Double entry
- d. Total practice

a - Pegboard system is the most common manual method used in the doctor's office. It uses a pegboard, day sheet, ledgers and charge slips.

269. Which of the following is a form used in a medical office to reflect the professional services rendered during a patient visit?

- a. Ledger
- b. Superbill
- c. Point of service
- d. Claim

b - A superbill is a medical office form used to reflect the professional services rendered during a patient visit. It offers a standard way of itemizing diagnostic and therapeutic procedures used in a patient.

270. Which type of check is guaranteed that funds will be available upon redemption of the check?

- a. Cashier's check
- b. Money order
- c. Certified check
- d. All of the above

d - Cashier's check, money order and certified check guarantee that funds will be available upon redemption of the check. All three are secure payment methods.

271. A physician submitted a bill for surgery when he actually just treated an abrasion. This practice is referred to as:

- a. Phantom billing
- b. Upcoding
- c. Unbundling
- d. Split billing

b - This practice is referred to as "Upcoding." Upcoding is a scheme to bill the insurance company for a higher price rate procedure.

272. A physician visited a nursing home and billed ten patients; however, he only provided services to eight of them. This is referred to as:

- a. Ping-ponging
- b. Unbundling
- c. Gang visit
- d. Split visit

c - Medicare fraud is intentionally billing Medicare for services that were never provided. A gang visit is an example of this - billing patients when not all patients were provided services.

Section 5 - Billing, Coding and Insurance

273. Coding systems are:

- a. used to place verbal descriptions of medical conditions or procedures into alpha-numeric codes.
- b. a method of monitoring disease processes.
- c. used to allow for easier statistical tracking of medical conditions or procedural uses.
- d. All of the above.

d - Coding systems are a way for medical conditions and procedures to be listed as a number. This allows for easier tracking of statistics related to this information. It also allows for easier communication between physicians and health care insurance plans.

274. ICD-10 coding books:

- a. are organized into three volumes.
- b. used to code diagnostic procedures.
- c. are revised bi-annually.
- d. None of the above.

a - ICD-10 coding manuals are organized into three separate sections, each with its own function. These codes are used to code medical conditions that are treated by a health care provider. The ICD-10 is in the early implementation phase in the United States.

275. Volume II of the ICD-10 coding book:

- a. is the three part alphabetical index.
- b. Contains procedural codes for specific diagnostic tests.
- c. contains three sections with Section 3 being the Index to Diseases.
- d. None of the above.

a - Volume II of the ICD-10 coding book is the three part alphabetical index, which should be used first when searching for the correct diagnostic code to be used for a disease state. Volume I is then used to confirm that the code chosen is correct.

276. The CPT Coding Book:

- a. provides a 5 digit code for all procedures or services that may be performed on a patient.
- b. provides numeric codes that allows for easier communication with insurance providers.
- c. is divided into six sections.
- d. All of the above.

c - The CPT coding book is used to code procedures and diagnostic testing. The manual is divided into six sections and contains 5 digit codes for medical procedures.

277. The following symbol (*):

- a. is used in the ICD-10 book to designate additional diagnoses.
- b. is found in the CPT book to designate revised guidelines for code use.
- c. designates variable pre and postoperative services.
- d. None of the above.

c - Symbols used in the CPT coding manual are used to add additional information to procedural codes. The asterisk is used to note that services used with a particular code vary between pre- and postoperative services.

278. The modifier that notes, "Bilateral Procedure," is:

- a. -26
- b. -50
- c. -53
- d. -24

b - Modifiers are used with CPT codes to add additional information to a procedural code. A common modifier is -50 which denotes that a procedure that was performed was done on both right and left sides, or bilaterally.

279. In the CPT manual, codes in the range of 99201-99600 are:

- a. Surgical Codes
- b. Evaluation and Management Codes
- c. Radiology Codes
- d. All of the above.

b - E&M codes are CPT codes that are used when a patient is being evaluated and treated. These codes are assigned based on the type of appointment that is done. For example, a patient who is new to the practice would receive an E&M code that designates a new office visit that allows time for a thorough history and examination.

280. When coding using HCPCS, a code that is accompanied by a diamond symbol would indicate:

- a. Special instructions are provided that describe how this code should be used to be included for reimbursement.
- b. This code is not covered or valid with Medicare.
- c. There is the potential for this code not to be covered by the insurance carrier.
- d. The code is new.

b - Codes that are accompanied by a diamond symbol indicate that the code is not recognized by Medicare and will not be reimbursed.

281. E&M codes:

- a. define a new patient as being one that is new to the practice or who hasn't been seen by that practice in at least three years.
- b. are defined as Evaluation and Medication codes.
- c. are selected based on criteria set forth by the American Medical Association.
- d. None of the above.

a - New patients are patients that have not been to the practice for at least three years, or a patient that has not previously been seen at the practice. Specific E&M codes exist to properly code the primary office visit to reflect the new patient standing.

282. The first place to look for an ICD-10 code should be:

- a. in Volume III
- b. in Volume II and then confirmed in Volume I.
- c. in Volume IV with confirmation made in Volume III.
- d. None of the above.

b - When coding for diagnosis, codes should first be found in Volume II, which is the alphabetic listing. When this code is found, it is then confirmed by finding it in Volume I.

283. There are two coding tables in Volume II of the ICD-10 book. What are they?

- a. Hypertension and Neoplasm
- b. Radiology and Laboratory Codes
- c. Cancer and Accidents
- d. None of the above.

a - Coding tables are added to Volume II for disease states that have a number of different variables. Hypertension and Neoplasms can come in a variety of forms, so to assist the coder in locating the correct code for these conditions, tables were added for ease in finding the appropriate code.

284. A clause in an insurance policy that restricts overpayment of benefits due to more than one medical insurance policy is:

- a. not legal.
- b. known as coordination of benefits.
- c. used frequently by patients with only one policy.
- d. None of the above.

b - Patients who have a primary and secondary insurance plan fall under the coordination of benefits clause. This wording discourages multiple payments for the same procedure.

285. An HMO is:

- a. a group model of managed care.
- b. a health model that emphasized preventative care.
- c. can be part of a group or a single organization.
- d. All of the above.

d - HMOs are Health Maintenance Organizations. This type of managed care system is set up to emphasize well care to reduce the number of illnesses a patient suffers, which will lower the overall cost of the plan as a whole.

286. To qualify for Medicare, a person must meet which of the following criteria?

- a. must be 65 or older unless disabled.
- b. must have contributed to FICA in the past.
- c. must have received Social Security Disability for more than 1 year.
- d. All of the above.

a - To qualify for Medicare, a patient must fall into one of several groups which could include, being age 65 or older, being a spouse of an employee currently contributing to FICA, or being person who has been receiving Social Security disability for more than two years.

287. A patient receives Medicaid, but is also covered under Tricare. Which plan would serve as primary payer?

- a. Medicaid
- b. Tricare
- c. CHAMPVA
- d. None of the above.

b - When a patient is covered by Tricare and another health insurance policy, Tricare is the secondary payer. However, when the second policy is Medicaid, Tricare is the primary payer.

288. Workman's Compensation claims:

- a. are federally managed.
- b. are kept separate from other insurance claims which are not Workman's Comp in nature.
- c. are to be shared with the patient's employer with full medical record review.
- d. None of the above.

b - Workman's Compensation files are to be kept separate from a patient's usual medical record. These forms are filed to the state for claims for payment.

289. Medicare Part A:

- a. covers inpatient care.
- b. covers outpatient care.
- c. is voluntary and pays 80% by Medicare and 20% by the patient.
- d. Allows participants to choose managed care plans.

a - Medicare Part A covers inpatient hospital stays. Part B covers outpatient coverage. Part C, also known as Medicare Advantage, is another Medicare plan that covers Part A and B. Part D covers pharmaceuticals.

290. When reading the CPT manual, a triangle next to a code notes:

- a. a new procedure
- b. revised code description
- c. add-on codes
- d. codes that are not to be used with modifier -51.

b - Symbols added to CPT codes give the codes additional information. A triangle will denote that a code has been recently revised.

291. When considering coding for hospital stays, a _____ is used to provide physicians with guidelines for admission and length of hospital stays.

- a. Diagnosis Related Group (DRG)
- b. Health Care Financing Administration Common Procedural Coding System (HCPCS)
- c. Relative Value Study (RVS)
- d. E and V Codes

a - Diagnosis Related Groups are used for inpatient hospital stays. These codes help physicians decide the length of stay for a patient with a particular type of illness or condition. Most medical assistants will not directly deal with DRGs as MAs are not usually found in hospital settings.

292. Where would your office obtain additional legal copies of Medicare forms?

- a. From an agency listed in the Medicare fiscal agencies directory.
- b. Internal Revenue Service
- c. Centers for Disease Control
- d. A local CHAMPUS office

a - Medicare forms can be found by searching the internet for a Medicare fiscal agency in your geographic location. The IRS, CDC and CHAMPUS offices would not have this type of information.

293. A deductible:

- a. is paid by the insurance company in full.
- b. is deducted from the payment owed the physician.
- c. is paid by the patient before insurance coverage pays for medical costs.
- d. is money owed the insurance company.

c - Deductibles are set amounts of fees that will be the responsibility of the patient and are not covered by insurance. These fees usually have a limit and once that limit is reached, the insurance will then cover the difference.

294. A document from an insurance carrier that tells the patient and the provider how the amount of the benefit was determined is the _____.

- a. Utilization Review
- b. Basic medical
- c. Explanation of Benefits (EOB)
- d. Peer Review

c - The Explanation of Benefits or EOB is sent to the patient and to the provider, detailing how the benefit was determined based on the patient's particular health care plan.

295. Your patient has Medicare and a type of Medigap insurance. Where should you send the insurance claim when you file her insurance claim?

- a. The claim must be filed with Medicare first.
- b. The claim must be filed with the Medigap insurance carrier first.
- c. The claim must be filed with both insurance carriers at the same time.
- d. A claim does not have to be filed. Payments from each policy will be automatic.

a - A Medigap policy supplements regular Medicare. These often pay for deductibles, coinsurance and for services not covered by Medicare in some cases. Medicare is still the primary payer and you file with Medicare first.

296. What term is used when an insurance company makes a payment directly to a physician?

- a. Direct deposit
- b. Fee compliance
- c. Assignment of benefits
- d. Actual charges

c - The authorization to make payments directly to a physician by the insurance company is called an assignment of benefits. The patient has authorized his or her insurance company to pay the benefit to the physician.

297. The CPT code for a flu shot is:

- a. 90658
- b. 993.97
- c. 1200
- d. 542

a - A CPT code is a five digit numeric code that is used to code medical, surgical, imaging, laboratory, and therapeutic services of the physician. CPT refers to Current Procedural Terminology.

298. The CPT code for an office visit is:

- a. 88467
- b. 44391
- c. 12001
- d. 99214

d - The CPT code for an office visit is 99214. An office or outpatient visit for the evaluation and management of an established patient requires detailed history, physical examination and medical decision making of moderate complexity.

299. In ICD-10, V codes are used to:

- a. Refer to specific conditions
- b. Refer to injury
- c. Refer to factors that influence health status
- d. Refer to external causes of injury

c - V codes are codes that refer to factors that influence health status. It is important in reporting medical necessity.

300. Morphology of neoplasm is coded as:

- a. M-code
- b. E code
- c. Codes 110-799
- d. Codes 960-989

a - M codes code for morphology of neoplasms. The first four digits code for the histology of the neoplasm, and the fifth digit codes for the behavior of neoplasm.

Medical Assistant Practice Exam – Content Area II: Admin Knowledge

Section 6 - Medical Records and Office Supplies

301. Which of the following choices would best answer the question, “Who owns a patient’s medical record?”

- a. The patient
- b. The physician
- c. The Legal Counsel of the Office
- d. No one owns a medical record.

b - Physicians own their patients’ medical records, but patients have the right to have copies of their records.

302. Which of the following choices would best answer the question, “Who owns a patient’s x-rays?”?

- a. The patient
- b. The doctor
- c. The facility that performed the procedure.
- d. None of the above.

c - X-rays, while considered part of a patient’s medical record, are owned by the facility that performs the procedure.

303. Which of the following reasons would be legal when considering a patient's medical record?

- a. Allowing a patient's brother to view her chart to find out her birthdate and address so that he can mail her a card
- b. Not allowing a patient to view her own chart because the physician feels this information would be detrimental to her wellbeing.
- c. Not allowing a patient to view her chart because she is behind on her payments.
- d. All of the above are legal.

b - Physicians are not required to tell a patient certain health information if that information will potentially cause harm to that patient. For example, if a patient with very high levels of anxiety learns that she may be undergoing testing for a potentially fatal illness, she may react negatively by having a mental breakdown due to her anxiety.

304. Choose the BEST answer. To ensure adequate protection for legal issues, offices should maintain patients' charts for:

- a. 10 years
- b. Forever
- c. until the age of majority
- d. 2 years after the patient was last seen in the office

b - Keeping medical charts forever will ensure that the charts are available in the event of litigation.

305. Which of the following is NOT a section of the POMR?

- a. Database
- b. Problem List
- c. Treatment Plan
- d. Patient appointment schedule and payment plan

d - The Problem Oriented Medical Record is set up in sections which will include the database, problem list, and treatment plan. Patient scheduling systems are kept separate from the POMR.

306. A medical assistant realizes after a patient has left the office that she forgot to put the patient's complaint of a sore throat. Which of the following choices would BEST correct her error?

- a. Pull out that page of the chart and rewrite it with the correct information.
- b. Put one line through the original Chief Complaint, write, "ERROR", your initials and today's date. Make the correction by rewriting the CC with the correct information.
- c. Go to the next available line of the SOAP notes. Write the current date, then, "Late Entry." Place the date and time when the patient stated she had a sore throat. Sign and date the entry.
- d. All of the above are incorrect.

c - When placing additional information into a patient's chart, using the phrase, "Late Entry," will alert the reader that the information was added after the fact and will reduce discrepancies that may result from confusion.

307. When filing using the terminal digits method, which would be true?

- a. The filing is done using the last one or two digits of the patient's medical record number.
- b. It is the simplest way to file.
- c. The patient will acquire multiple charts.
- d. All of the above are false.

a - Terminal digit filing is a filing method that uses the patient's medical record number to dictate where the file is stored. Using the last one or two numbers of the medical record number helps to keep charts filed in an easy to retrieve manner.

308. Outguides are used when:

- a. Charts need to be labeled appropriately for ease of retrieval.
- b. Charts have been removed from their filing location.
- c. Two patients have the same name and their charts must have distinguishing marks.
- d. None of the above.

b - An outguide is a marker that is put in place of a chart that is pulled from a filing cabinet. The outguide notifies office employees that a chart is missing and aids employees in refiling the chart.

309. The memory of a computer is located:

- a. In the CPU
- b. In RAM
- c. In ROM
- d. All of the above

d - Depending on the type of memory, RAM, ROM and the CPU can all be areas where data can be stored.

310. One megahertz equals:

- a. One million cycles per second
- b. One million cycles per minute
- c. One thousand cycles per second
- d. One hundred thousand cycles per minute

a - The prefix, "mega-," means one million. A megahertz is one million cycles per second.

311. Which of the following programs would be best suited for making a patient data base?

- a. Microsoft Word
- b. Microsoft Excel
- c. Microsoft Access
- d. Microsoft PowerPoint

c - Microsoft Access is a commonly used software program for developing databases. While Excel is useful for spreadsheet applications, Access allows for more cross-referencing of information.

312. Portable Universal Serial Bus Drives are also known as:

- a. Floppy drives
- b. CD drives
- c. Flash drives
- d. None of the above

c - USB drives are also known as Flash Drives and are portable memory storage units.

313. Which of the following methods would BEST prove that a FAX was properly sent to its intended destination?

- a. The MA should attach a FAX confirmation sheet to the original document.
- b. The MA should call the intended destination to alert them that a FAX is on its way.
- c. The MA should FAX the information twice.
- d. The MA should EMAIL the information and FAX it.

a - Keeping a copy of the confirmation sheet that can be printed from the fax machine can serve as adequate proof that a FAX was sent. This method does not prove that the FAX was received.

314. Which of the following examples would be classified as Hardware?

- a. DOS
- b. Microsoft Office
- c. EMR
- d. Modem

d - Hardware is a piece of equipment used to operate computer machinery. Modems are used to connect a computer to the internet through a telephone line. Modern modems can also connect to the internet through DSL or cable internet providers.

315. The acronym HIPAA is:

- a. Health Insurance Portability Accrediting Association
- b. Health Insurance Portability Accrediting Agency
- c. Health Insurance Plan and Accountability Alliance
- d. Health Insurance Portability and Accountability Act

d - HIPAA is an abbreviation for Health Insurance Portability and Accountability Act. The objective of HIPAA is to protect the confidentiality and security of health information.

316. The following are used as filing methods, EXCEPT:

- a. Alphabetical
- b. Disease
- c. Numerical
- d. Subject

b - The 3 common filing methods used are alphabetical, numerical and subject. Filing by disease is not a filing method.

317. A filing system that consists of a series of 43 file folders including 12 monthly and 31 daily folders:

- a. Tickler file
- b. Color coding file
- c. Subject file
- d. Alpha-numerical file

a - A tickler file is a system that organizes chronologically for follow-up. It is a system intended to act as an addition to calendaring and scheduling systems.

318. All of the following are rules to be followed when charting, EXCEPT:

- a. Chart in black ink
- b. Use of correction fluid
- c. Write in legible handwriting
- d. If it was not charted, it was not done

b - Corrections are done by the following steps: draw a single line on the error, write the initials of the person correcting the error, write the date when the correction was made, and write the correct information. Corrections should never be covered by correction fluid.

319. Which of the following is NOT one of the C's of charting?

- a. Check
- b. Current
- c. Complete
- d. Concise

a - The 6 C's of charting are: current, complete, concise, correct, confidential and clean. Check is not one of the 6 C's of charting.

320. All of the following should be followed when purging medical records, EXCEPT:

- a. Medical records can be destroyed by shredding or burning.
- b. Facility should maintain a master list of all records.
- c. Medicare records should be maintained for 10 years.
- d. Medicaid records should be maintained for 5 years.

d - Medicare and Medicaid records should be maintained for 10 years. Medical records should be destroyed by shredding, and the facility should have a master list of all records.

321. Patients who have died, moved away or terminated relationship with the practice are classified as:

- a. Inactive
- b. Closed
- c. Active
- d. Nuisance

b - Records of patients who have died, moved away or terminated relationship with the practice are classified as Closed. Patients who are currently receiving treatment are classified as Active, and patients who have not been managed within 6 months or longer are classified as Inactive.

322. Which of the following types of filing cabinets maximize the use of space?

- a. Vertical
- b. Lateral open-shelf
- c. Lateral drawer
- d. Rotary

d - A rotary or movable lateral file cabinet is an electronically or manually powered file cabinet that rotates files in position to be accessed. It maximizes the use of space, and holds large volumes of records.

323. Which is the most confidential filing system?

- a. Alphabetical filing
- b. Numerical filing
- c. Subject filing
- d. Color filing

b - In the numerical filing system, patient files are given numbers and arranged in numerical system. It is the most confidential system, and expansion is unlimited.

324. What is the advantage of using color-coded labels?

- a. Misfiled records are easy to see.
- b. It is most frequently used in research.
- c. Only the staff knows the color codes.
- d. No need to add additional labels.

a - The advantages of color-coded system is that files can be retrieved faster and misfiled records are easy to see. It consists of labels that indicate a number, letter or alphanumerical character. Subject files can also be color coded.

325. Which of the following is not included in the Present Illness History?

- a. Timing
- b. Location
- c. Allergies
- d. Associated symptoms

c - Information about patient allergies is not included in the History of Present Illness. It is part of the Past History or in a separate Allergy section.

326. When a file is removed from the system, this file supply is inserted to alert that the file is being used:

- a. Outguides
- b. Labels
- c. File Guides
- d. File cabinet

a - Outguides are dividers of a different size and color than the file folders. Its purpose is to allow the medical office to identify the precise location of a file.

327. In alphabetic filing, which name should be filed first?

- a. Schultz, Vin
- b. Schultz, Mary
- c. Schultz, Dory
- d. Schultz, Jerry

c - In using alphabetic filing, if the first unit is similar, move on to the second and succeeding units until a difference is apparent. Since all last names are Schultz, the next unit that is different are the first names. Dory starts with a "D", thus it comes before the rest of the first name letters.

328. Which name should come first in alphabetic filing?

- a. Kelly, James
- b. Kely, Joe
- c. Keli, Jean
- d. Kelee, Joseph

d - Kelee, Joseph will be first in the filing. All these names start with KEL. The next letter determines the name that will be filed first. Since the next letter of Kelee, from Kel, is "e", it comes first from the rest of the first names, alphabetically.

329. Which of the following is not a basic step in filing records?

- a. Conditioning
- b. indexing
- c. Purging
- d. Coding

c - Purging is the process of cleaning out files. It is the preparation of a file to go from active status to inactive status. Conditioning, releasing, Indexing, coding and sorting are basic steps in the filing process.

330. The acronym SOMR stands for:

- a. Source-Oriented Medical Record
- b. State of the Media Record
- c. Standardized Outpatient Medical Record
- d. Standard Oriented Medical Record

a - SOMR refers to Source-Oriented Medical Record. Examples are progress notes, laboratory reports, imaging reports and surgical reports.

Medical Assistant Practice Exam – Content Area II: Admin Knowledge

Section 7 - Oral and Written Communication, Data Entry, Computers and Mail

331. Your doctor has given you a patient memo that he has written. You notice that his grammar and punctuation need corrected. Which of the following proofreader's marks signifies that a period is to be introduced into a sentence?

- a. Equals sign
- b. Circle with a dot in the middle
- c. Ellipsis
- d. Empty circle

b - To show that a period needs to be added to a document that is being proofread, place a small circle with a dot in it in the spot where the period is to be added.

332. As a rule of social acceptance, what is the maximum number of times a telephone should be allowed to ring in most cases?

- a. Three
- b. Five
- c. Seven
- d. Ten

a - The commonly accepted number of rings that a caller will tolerate is three or less. If a medical assistant cannot take a call, she should answer the phone and politely ask the caller to hold.

333. When answering the telephone, other than taking a patient's name, what other piece of information should be gathered at the beginning of the call?

- a. Telephone Number
- b. Date of Birth
- c. Reason for the call
- d. Address

a - In order to make sure that the office can return a call to a patient in the event they are disconnected, medical assistants should ask for a caller's name and telephone number when answering a call.

334. Which of the following telephone greetings would be BEST?

- a. Hello, Dr. Smith's office, please hold.
- b. Dr. Smith's office, How may I assist you?
- c. Dr. Smith's office, This is Mary. How may I assist you?
- d. Dr. Smith's office. This is Mary.

c - To politely answer a telephone in a professional atmosphere, the receiver should respond by giving the name of the business, the name of the receiver, and an offer of assistance.

335. Which of the following responses would be BEST when addressing an irate and shouting patient at the front desk?

- a. Mr. Jones, I understand your frustration, please allow me to assist you in getting this issue straightened out.
- b. Mr. Jones, Stop yelling. If you cannot stop yelling I will have to ask you to leave.
- c. This isn't my fault.
- d. Mr. Jones, I'm sure we can fix this issue very quickly.

a - Patients who become irate and begin shouting can quickly become abusive. To help defuse the situation, office staff should be empathetic and offer assistance. Staff should never become defensive or ensure a patient that all of his problems will be solved.

336. Insured mail through the USPS is defined as:

- a. Mail that is guaranteed to reach its intended destination.
- b. Mail that has value up to a certain amount which can be reimbursed if lost in transit.
- c. Mail that will require a signature upon delivery.
- d. None of the above.

b - Insured mail is mail that can be reimbursed by monetary funds if lost in the mail. There is no guarantee that the insured mail will make it to its intended destination.

337. A physician has requested that a letter notifying his patient that he can no longer care for her due to her multiple no-shows would be best sent:

- a. Insured
- b. Parcel Post
- c. Certified
- d. COD

c - Sending a letter by certified mail will require a signature for the letter which can be used as proof that the letter reached its intended destination.

338. The postal abbreviation for Idaho is:

- a. IH
- b. IO
- c. IA
- d. ID

d - Postal abbreviations are used for all 50 states using two capital letters. Idaho is abbreviated with an ID.

339. The standard for folding an 8 1/2 by 11" letter to fit in a No. 10 envelope is:

- a. Fold in half long ways
- b. Fold in half short ways
- c. Fold into thirds by pulling the bottom up and then top down.
- d. Folding into thirds by pulling the top down and then bottom up.

c - A sheet of 8 1/2 by 11" paper is a standard size page. Folding this size paper into thirds by folding the bottom up and then top down is the professionally accepted way to fold a business letter of this size for a No. 10 envelope.

340. Interoffice memos:

- a. Are more informal than a standard letter.
- b. Contain a complimentary close.
- c. Contain a salutation.
- d. None of the above.

a - Interoffice memos are used to send quick notes to staff in an informal form.

341. When writing a letter in full block style, the complimentary close:

- a. is located indented one tab stop.
- b. is located flush with the left margin.
- c. is omitted.
- d. begin at the center point of the page.

b - Full block style requires that all paragraphs, dates, addresses, greetings and salutations start on the left margin of the page.

342. When giving a presentation, how long will it take to present a talk (without visual aids) that is 1000 words long?

- a. 5 minutes
- b. 8 minutes
- c. 20 minutes
- d. one half hour

b - A 500 word essay, when read aloud, takes approximately 4 minutes to complete if read at a normal speaking pace. When visual aids are used such as PowerPoint slides or graphics, the pace is slightly slower.

343. Which of the following examples is properly written?

- a. Fred Felix
2900 Mainstreet Ave
Cleveland OH 44115
- b. Dr. Sherry Merry, MD.
- c. The City of Freedom
- d. None of the above are correct.

a - When writing an address, the US Postal Service asks that no punctuation be used to assist the digital readers with accurately bar-coding each piece of mail. When addressing a physician, either use the term Dr. at the beginning or the credential at the end, but never both at the same time. When noting a city, do not capitalize the word city.

**344. When using proofreader symbols, which symbol would you use to correct this sentence:
The dog was looknig for his bone.**

- a. Circle with a dot in the middle.
- b. Backslash
- c. Front slash
- d. An "S" laying on its side

d - The letter "S" lying on its side designates the term "transpose" which means that two

letters were placed incorrectly in order in a word or two words were placed incorrectly in a sentence. In the question provided, the letters “i” and “n” were transposed in the word, “looking.”

345. When writing a professional letter that has over 200 words, how large should the margins be?

- a. One inch
- b. One and one half inches
- c. One and three quarters inches
- d. Two inches

a - Professional letters that have more than 200 words should have one inch margins. Letters with a smaller word count would have larger margins depending on the count: 100-200 words would have a 1.5 - 2 inch margins, 100 words or less would have 2 inch margins.

346. The number of lines between the inside address and the salutation in a full block style professional letter is:

- a. 1 line
- b. 2 lines
- c. 4 lines
- d. There are no lines between these parts.

b - The professional letter using a full block style will have 2 empty lines between the inside address and the salutation. There are 4 lines between the date line and the inside address.

347. When transcribing medical dictation, how would one properly note an allergy to a certain medication?

- a. Spell out the medication in capital letters or underlined.
- b. Highlight the allergy in red font.
- c. Highlight the allergy in boldface font.
- d. None of the above.

a - When noting that a patient has an allergy to a medication, the medication should be spelled out in capital letters or underlined when mentioned in the dictation. This will call proper attention to the medication.

348. What keyboard key deletes characters to the left of the cursor?

- a. Del
- b. Ctrl
- c. Backspace
- d. Esc

c - The backspace allows the cursor to be moved to the left and erases the character. Both the DEL or delete key and backspace key are used to delete text. The DEL key deletes text to the right of the cursor, and Backspace key deletes text to the left of the cursor.

349. All of the following are devices that save information for future reference, EXCEPT:

- a. CD-ROM
- b. Hard Drive
- c. CPU
- d. Flash drive

c - CD-ROM, hard drives and flash drives are devices that save information for future reference. CPU (central processing unit) supervises data processing operations of a computer, and is not a device for storage of information.

350. Which keyboard key keeps the alphabet letters in uppercase?

- a. Caps
- b. Home
- c. Tab
- d. Ctrl

a - Caps lock is a keyboard key that enables or disables all the letters from being typed in uppercase. The Caps Lock key is a modified Shift key that occupies the same position on the keyboards of typewriters.

351. A first class mail handling for items 70 pounds or less that takes 2 to 3 days to arrive:

- a. Priority mail
- b. Express mail
- c. Certified mail
- d. Registered mail

a - Priority mail is a First Class Mail with weight more than 11 ounce. It is used when 2-3 day delivery is preferred. The maximum weight is 70 pounds, and maximum width is 108 inches.

352. Programs that direct a computer to perform specific operations:

- a. CPU
- b. Motherboard
- c. Random Access Memory (RAM)
- d. Software

d - Computer software is any set of machine-readable instructions that directs a computer's processor to perform specific operations. Computer software differs with the hardware, which is the physical component of computer.

353. A letter style in which all lines begin at the left margin:

- a. Modified block
- b. Semi-block
- c. Full block
- d. Simplified

c - Full block is a letter style in which all lines begin at the left margin. It is the most common style.

354. When delivery of mail is guaranteed the following next day, the mail classification is:

- a. Priority mail
- b. Registered mail
- c. Express mail
- d. Certified mail

c - Express mail is a premium service which is requested when a next day delivery is warranted. It can be used for letters, documents or other shipments.

355. Where two or more computers are linked in order to exchange files, allow electronic communications and share resources, such as printers and CDs:

- a. Network
- b. Processor
- c. Scanner
- d. Internet

a - A network consists of two or more computers linked together in order to share devices, such as printers, hard drives and allow electronic transfer of data. The computers can be linked through cables, wi-fi or infrared beams.

356. What is the most widely used regular envelope size?

- a. No. 9
- b. No. 10
- c. No. 11
- d. No. 12

b - The most commonly used envelope size is the number 10. Regular envelope is a closed face envelope with no window. They are the most common used in business to send letters and other mailings.

357. Which of the following is not an incoming mail procedure?

- a. Stamp items with person who received it
- b. Distribute mail to appropriate staff
- c. Check clinical mail for urgency
- d. Stamp payment checks with endorsement

a - Mail should be stamped with date received, not the person who received it. Other incoming mail procedures: distributing mail to appropriate staff, stamping payment checks with endorsement and checking mail for urgency, and sorting according to type.

358. Which of the following is not considered to be computer hardware?

- a. Mouse
- b. Windows
- c. Printer
- d. Scanner

b - Windows is a computer operating software. Mouse, printer and scanners are considered computer hardware. Hardware refers to the physical components that make up a computer system.

359. What is a POMR chart?

- a. A method of recording data about the signs and symptoms of the patient.
- b. A method of recording data about the health status of a patient in a problem-solving system.
- c. A method of recording data about the physical examination of the patient.
- d. A method of recording data about the diseases that run in the family of the patient.

b - A Problem Oriented Medical Record (POMR) is a chart about the health status of a patient in a problem-solving system developed by Dr. Larry Weed in the 1950's. The basic components of the POMR are:

1. Data Base - History, Physical Exam and Laboratory Data
2. Complete Problem List
3. Treatment Plans
4. Daily Progress Note
5. Final Progress Note or Discharge Summary

360. What device prints postage directly onto mail pieces or labels?

- a. Stamper
- b. Postage meter
- c. Engraver
- d. Laser printer

b - A postage meter is a mechanical device used to create and apply physical proof of mail. They are also called as postage machines or franking machines

361. A written statement that promises the good condition of a product, and states that the manufacturer is responsible for repairing or replacing the product usually for a certain period of time after its purchase:

- a. Liability
- b. Contract
- c. Agreement
- d. Warranty

d - A warranty is a written statement that promises the good condition of a product and states that the maker is responsible for repairing or replacing the product. A warranty may be expressed or implied, depending on whether the warranty is explicitly provided

362. Which of the following is a method of documentation used by health care providers to write out notes in a patient's chart, along with other common formats, such as the admission note?

- a. Physical Examination
- b. SOAP notes
- c. Prognosis chart
- d. Review of Systems

b - SOAP notes is a documentation method employed by health care providers to create patient charts. There are four parts of a SOAP note: Subjective, Objective, Assessment, and Plan.

363. The electronic conversion of scanned or photographed images of typewritten or printed text into machine-encoded or computer-readable text is called:

- a. Optical Character Recognition
- b. Over Current Relay
- c. On Channel Repeater
- d. Operating Conditions Register

a - OCR is the abbreviation for Optical Character Recognition. It converts scanned images of printed text into computer readable format.

364. A device that reads documents and converts them into digital data:

- a. Printer
- b. Scanner
- c. Flash drive
- d. CPU

b - A scanner reads or converts printed material directly into a format readable by a computer. It captures images from photographs, prints, and similar sources for computer editing and display.

365. This report is dictated by the admitting physician at the end of the patient's hospital stay. It is a brief statement of everything that occurred throughout the hospital course.

- a. Consultation report
- b. Operative report
- c. Pathology report
- d. Discharge summary

d - A discharge summary is a report prepared by a physician or other health professional at the end of the hospital stay. It outlines the patient's history, the diagnoses and management on discharge.

366. A small, lightweight removable storage device, also called a thumb drive:

- a. LAN drive
- b. URL drive
- c. USB drive
- d. ZIP drive

c - A USB (Universal Serial Bus) drive is a small, lightweight removable storage device. It is also called flash drive, memory stick or thumb drive.

367. The greeting used in a letter such as “To whom it may concern:” is what part of a letter?

- a. Complimentary closing
- b. Salutation
- c. Signature
- d. Attention line

b - “To whom it may concern:” is a salutation. A salutation is a greeting used written communications. Salutations can be formal or informal. The salutation “Dear” is the most widely used salutation.

368. An electronic device that makes possible the transmission of data to and from a computer via telephone or other communication lines:

- a. Hard drive
- b. RAM
- c. URL
- d. Modem

d - The word modem is actually short for Modulator/Demodulator. It allows the connection of one computer to another, and the transfer of data over telephone lines.

369. All of the following are input devices for a computer, EXCEPT:

- a. Mouse
- b. Keyboard
- c. Printer
- d. Random Access Memory

d - Random Access Memory (RAM) is the working memory of the computer. It is not considered an input or external device.

370. Which of the following is NOT a storage device?

- a. Memory stick
- b. Zip drive
- c. Router
- d. DVD

c - A router is not a storage device. It is a networking device that forwards data between computer networks.

371. What reference is used at the end of a letter to list people who will receive a copy of the letter?

- a. Enc
- b. DH:lb
- c. cc
- d. "Yours Truly"

c - A copy notation is a notation so that the addressee knows that a copy of the letter will be sent to other people. A copy notation is abbreviated as "cc:", followed the names of the people who will receive the letter.

372. Which of the following devices allow the user to manipulate the cursor?

- a. Tab key
- b. Backspace
- c. Bluetooth
- d. Mouse

d - The mouse is a pointing device to manipulate the cursor. It also allows the user to interact with the items on the display screen.

373. Which mail classification includes cards, letters and parcels that weigh 13 ounces or less?

- a. Priority mail
- b. Standard mail
- c. First class mail
- d. Periodicals mail

c - First class mail includes cards, letters and parcels that weigh 13 ounces or less. It also includes: handwritten or typewritten material, bills, statements of account or invoices, credit cards, personal correspondence and all matter sealed or otherwise closed against inspection.

374. One gigabyte is approximately how many bytes?

- a. 1024 bytes
- b. 1 million bytes
- c. 1 billion bytes
- d. 1 trillion bytes

c - One gigabyte is approximately 1 billion bytes. One kilobyte is 1024 bytes, 1 megabyte is 1 million bytes and one terabyte is 1 trillion bytes.

375. In a business letter, what margin is commonly used?

- a. ½ inch
- b. 1 inch
- c. 2 inches
- d. 3 inches

b - The commonly used margin in a business letter is 1 inch to 1 ¼ inches on all sides. This is also the default setting of most word processors.

376. What is the unit of measurement of the clock speed of a computer's microprocessor?

- a. Bits
- b. Bytes
- c. Volts
- d. Megahertz

d - Clock speed is measured in megahertz (MHz). One megahertz equals 1 million cycles per second.

377. What is the function of the Tab key?

- a. Deletes the character before the cursor
- b. Moves the cursor one space forward
- c. Moves the cursor to the beginning of the next line
- d. Moves the cursor several spaces forward

d - The tab key moves the cursor several spaces forward. The Tab key refers to Tabular key.

378. Which of the following devices allow the user to manipulate the cursor?

- a. Tab key
- b. Backspace
- c. Bluetooth
- d. Mouse

d - The mouse is a pointing device to manipulate the cursor. It also allows the user to interact with the items on the display screen.

379. The most common key board layout is:

- a. DVORAC
- b. QWERTY
- c. AZERTY
- d. MALTRON

b - QWERTY layout is the most common keyboard layout in the English language. The name QWERTY was derived from the first six letters on the keyboard on the top left.

380. A paper or electronic document in which data is arranged in rows and columns, and is commonly used for calculations in business operations.

- a. Database
- b. Wordprocessor
- c. Spreadsheet
- d. Tabulator

c - A spreadsheet is a table of data arranged in rows and columns. Businesses use spreadsheets to present actual and projected data, for presentations and planning.

381. Which keyboard key, when pressed, shows the Help window for a program?

- a. F1
- b. Esc
- c. F10
- d. Enter

a - The F1 key shows the Help window for a program. Function keys can be programmed to perform specific functions.

382. The keyboard key that enters and exits the full screen mode:

- a. F9
- b. F10
- c. F11
- d. F12

c - The F11 key enters and exits the full screen mode. Function keys are abbreviated on the keyboard as F1 to F12. Function keys can be combined with the ALT or CTRL key for special functions.

383. What is the greeting we use at the beginning of a letter, email or a memo?

- a. Heading
- b. Salutation
- c. Complimentary
- d. Closing

b - The greeting we use at the beginning of a letter, email or a memo is referred to as the Salutation. Most salutations begin with a "Dear."

384. All of the following are types of printers, except:

- a. Inkjet
- b. LCD
- c. Laser
- d. Multifunctional

b - LCD or Liquid Crystal Clear is a flat panel video display used in monitors, not printers. Laser, inkjet and multifunctional are types of computer printers currently in the market today.

385. Which of the following is an output device?

- a. monitor
- b. hard drive
- c. mouse
- d. Scanner

a - An output device is any piece of computer hardware used to communicate the data processing carried out by a computer which converts the electronically generated readable form. A monitor is an example of an output device. Hard drives, mouse and scanners are input devices.

386. DVD refers to:

- a. Driver and Vehicle Data
- b. Drivers Vigilance Device
- c. Dynamic Voltage Drop
- d. Digital Video Disc

d - DVD stands for Digital Video Disc. DVD is a type of CD that is able to store large amounts of data.

387. Encryption is the translation of data into a code that is not readily understood by unauthorized users. This data is referred to as:

- a. Cipher text
- b. Binary
- c. Electronic signature
- d. Cookies

a - Encryption is the conversion of data into a form that cannot be understood by unauthorized people. This encrypted data is called Cypher text. Encryption is used to prevent unauthorized users from accessing information.

388. The acronym HTML refers to:

- a. Hyper Text Markup Language
- b. High Temperature Monitor Layout
- c. High Tensile Monitor Layout
- d. Hotmail

a - HTML stands for Hyper Text Markup Language. It is a set of symbols or codes inserted in a file intended for display on the internet.

389. Which of the following is NOT a common file format?

- a. .url
- b. .gif
- c. .jpeg
- d. .rtf

a - URL or Uniform Resource Locator is not a file format. It identifies the global address and domain to access web pages. Gif, jpeg and rtf are examples of file formats.

390. The acronym DSL stands for:

- a. Direct Subscriber Line
- b. Data Set Label
- c. Dynamic Simulation Language
- d. Direct Satellite Link

a - DSL refers to Direct Subscriber Line. DSL is a high-speed connection that is used to provide internet access by transmitting digital data over telephone lines.

391. Which domain extension is used by Harvard University?

- a. .net
- b. .edu
- c. .org
- d. .gov

b - The .edu domain is one of the top-level subdivisions of the Internet Domain Name System (DNS). The .edu domain is intended for accredited post-secondary educational U.S. institutions.

392. A numerical label assigned to each computer participating in a computer network that uses the Internet Protocol for communication:

- a. HTTP address
- b. URL address
- c. IP address
- d. Domain name

c - IP address is a number label assigned to computers in a network that uses the Internet Protocol for communication. Every computer has a unique identifier called the IP address.

393. Which of the following is not considered a web browser?

- a. Internet explorer
- b. Yahoo
- c. Google
- d. Windows

d - Windows is a computer operating system, not a web browser. A browser is a software that is used to access the internet. Examples of web browsers are: Yahoo, Google and Internet Explorer.

394. To prevent intruders from accessing computer networks, which of the following is used?

- a. Server
- b. Scanner
- c. Firewall
- d. Database

c - A firewall is a software program that helps screen out hackers, viruses and malwares that try to access computers over the Internet. Firewalls can be installed in both hardware and software, or both.

395. The amount of information that can be sent over a connection at one time, or how many bits can be processed in a single instruction:

- a. Clock speed
- b. Bandwidth
- c. Instruction set
- d. Network

b - Bandwidth is the amount of information that can be sent over a connection at one time or how many bits can be processed in a single instruction. Bandwidth is usually expressed in bits per second.

396. It consists of all the public websites connected to the internet:

- a. World Wide Web
- b. Hyper Text Transfer Protocol
- c. Local Area Network
- d. Random Access Memory

a - The World Wide Web or www consists of all the public Web sites connected to the Internet. The www consists of web pages that can be accessed using a browser such as Google, Yahoo and Internet Explorer.

397. A company that provides access to the internet is referred to as a(n):

- a. Web browser
- b. ISP
- c. TCP/IP
- d. HTTP

b - Internet Service Provider (ISP) is a company that provide access to the internet. Examples of ISPs are : Verizon, ATT, AOL and Time Warner Cable.

Medical Assistant Practice Exam – Content Area II: Admin Knowledge
Section 8 - Scheduling and Office Management

398. Of the following choices, which should NOT be considered when performing payroll functions?

- a. Number of exemptions
- b. Deductions
- c. Hours worked
- d. Number of patients roomed per day

d - Payroll is the process of calculating how much is owed an employee based on the employee's salary and number of hours worked. Deductions that are made based on taxes are also calculated from an employee's gross pay.

399. Which of the following tasks is NOT the responsibility of the office manager?

- a. Maintain adequate supply of inventory
- b. Perform employee evaluations
- c. Ensure adequate staffing
- d. determine the appropriate number of tax exemptions that should be made by an employee

d - Office managers have the responsibility to keep the office running smoothly by handling employee issues, monitoring inventory, ensuring customer service excellence, and adequate staffing. Choosing the amount of tax exemptions that each employee should take is the responsibility of the employee.

400. What is the best time of the day to hold an All-Staff meeting?

- a. Right after lunch
- b. Just prior to the office closing
- c. At the beginning of the day
- d. Various times of the day

c - Staff meetings should be held at the beginning of the day or the beginning of a shift to ensure that enough time is set aside to cover all of the topics on the agenda.

401. Which of the following employment forms is necessary when considering choosing tax exemptions?

- a. W2
- b. W4
- c. I9
- d. C3PO

b - W4 forms are the federal forms used to choose exemptions.

402. When setting up the front desk, which of the following would enhance patient privacy?

- a. Having a sliding window that can be closed when not conversing with patients.
- b. Having a privacy filter on computer monitors.
- c. Asking patients to stand at least 5 feet from the front desk until it's their turn.
- d. All of the above.

d - Patient privacy is mandated through HIPAA. Any procedure that will protect patient information will be useful in protecting privacy.

403. The best way to avoid injuries when using computers is:

- a. Stand and stretch every hour
- b. Adjust the seat height so that your feet are flat on the floor.
- c. Adjust the monitor so that your neck is at a neutral angle.
- d. All of the above.

d - Using ergonomic practices will reduce repetitive strain that is common in office

employees. Frequently stretching, adjusting chairs and monitors to avoid strain, and paying attention to avoid aches and pains will reduce injuries.

404. The most effective way to prepare a schedule matrix is to:

- a. Schedule patients as walk-ins from 9-5, notifying the doctor when to be present in the office.
- b. Create a matrix for each appointment type, i.e. one for GI visits, one for OB visits. etc.
- c. Have the doctors provide you with their schedules and block out times they are unavailable.
- d. Schedule matrices are antiquated and are no longer used with electronic systems.

c - The first step in forming a schedule matrix is to gather the work schedules of all of the doctors in the practice. For times that the physicians are unavailable, block out those times so that patients cannot be scheduled.

405. What is the benefit of the Advanced Scheduling system?

- a. Walk-ins are accommodated easily throughout the day.
- b. Emergencies can be handled more effectively and with more staff.
- c. Allows patients to plan ahead with their health care needs.
- d. Patients have an easier time remembering appointments.

c - Advanced scheduling systems involve prescheduling. This allows patients to prepare for their exam ahead of time.

406. The advantage of a handwritten appointment book is:

- a. Computer deficient employees can easily use the book.
- b. Books are accessible even when the computer server is down.
- c. Handwritten books are cost effective when compared to computerized systems.
- d. All of the above.

a - Employees who are not proficient at using computers may feel more comfortable using a manual scheduling system such as a schedule book. However, these methods are antiquated and are being replaced with computer operated systems.

407. Which of the following scheduling methods would be best for an Urgent Care setting?

- a. Wave Scheduling
- b. Double Booking
- c. Open-hour Scheduling
- d. Modified Wave Scheduling

c - Open-hour scheduling is also known as walk-in scheduling and best suits emergency clinics.

408. Patients who are habitually late:

- a. should be charged a late fee.
- b. should be scheduled at the end of the day.
- c. should be rescheduled for another day each time they are late.
- d. are showing signs of mental incapacity.

b - Patients who are habitually late should be scheduled for the end of the day so other patients who have arrived on time do not have to wait for their appointment times.

409. Patient cancellations should be noted:

- a. On the daily schedule
- b. In the patient's chart
- c. In the progress note section
- d. All of the above.

d - Patients who cancel appointments should have this information placed on the schedule to open the time slot up to other patients and in the patient's chart in the Progress Note section.

410. The medical assistant that handles the scheduling has scheduled 3 patients for the three to four o'clock time frame. All of the patients were told to arrive at 3 o'clock. Which of the following scheduling methods BEST describes which is being used in this example?

- a. Double booking
- b. Wave
- c. Walk in
- d. Advance

b - Wave scheduling requires having patients scheduled for the top of each hour. Patients are then seen in the order that they arrive in the office. This will allow for small shifts in appointment times if patients arrive early or late.

411. What type of scheduling is used when two or more patients are scheduled at the same time?

- a. Wave scheduling
- b. Time-specific scheduling
- c. Double booking scheduling
- d. Modified wave scheduling

c - Double booking scheduling is when two or more patients are scheduled at the same time. It is used by practices with short visits or high no show rates.

412. Maintenance of office cleanliness and arrangement is the responsibility of:

- a. the maintenance company paid to clean the office
- b. the land lord who rents the office space
- c. all staff of the physician
- d. the medical assistant

c - Cleanliness and order in the office is maintained by all the staff of the physician, not only the medical assistant. There may be a company contracted to clean the office at the end of the day; however, maintaining it is the staff's responsibility.

413. What type of scheduling breaks hour long blocks down into smaller time increments?

- a. Wave scheduling
- b. Time-specific scheduling
- c. Double booking scheduling
- d. Modified wave scheduling

d - Modified wave scheduling decreases waiting time. It is a type of scheduling when hour long blocks are broken down to smaller time increments.

414. What agency protects workers from health and safety hazards on the job in the workplace?

- a. CDC
- b. OSHA
- c. FBI
- d. WHO

b - The Occupational Safety and Health Administration (OSHA) is an agency of the United States Department of Labor. The mission of OSHA is to help employers and employees reduce injuries, illnesses and deaths while on the job.

415. What is a recommended way of scheduling so that a physician can catch up with the appointment schedules?

- a. Schedule at least 15 minutes free in the morning and afternoon
- b. Pressure the physician to work faster
- c. Have less patients to prevent patient overload
- d. Have a strict 10 minute patient rule

a - To prevent patient overloading during appointments, schedule at least 15 minutes free in the morning and afternoon. This way, there will be time to accommodate changes in the appointment.

416. What does CDC stand for?

- a. Community Development Council
- b. Communicable Disease Center
- c. Centers for Disease Control
- d. Central Data Center

c - CDC refers to Centers for Disease Control. CDC protects people from health threats by conducting research and disseminating health information about the disease.

417. The doctor's office schedules flu shots on Wednesdays from 10 am to Noon. What type of scheduling is this?

- a. Modified wave scheduling
- b. Tim-specific scheduling
- c. Double booking scheduling
- d. Clustering scheduling

d - This type of scheduling is clustering. Clustering is when similar procedures are scheduled on predetermined days or time blocks.

418. What legislation prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities?

- a. CDC
- b. OSHA
- c. ADA
- d. CLIA

c - The American with Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. The ADA was passed by Congress in 1990.

419. In scheduling procedures, the chief complaint of the patient assists the medical assistant in the following, EXCEPT:

- a. Identify the reason for the consult
- b. Identify the urgency of the patient visit
- c. Identify the diagnosis of the patient
- d. Identify if the facility is equipped to handle the patient visit

c - The chief complaint does not identify the diagnosis. It is the main reason for the visit. It can assess the urgency of the visit and the capability of the facility to attend to the patient.

420. When medical supplies are being inventoried, the medical assistant should:

- a. Have a list of all supplies and equipment
- b. Organize the supplies in different storage containers with labels
- c. Secure the supplies in cabinets or storage rooms
- d. All of the above
- e. Both a and c only

d - The medical assistant should have a master list of all supplies and equipment. Supplies should be organized in specific containers with labels and all storage areas should be secured.

421. Screening calls is important because it allows the office to _____.

- a. avoid patients who are not emergency
- b. triage patients according to priority
- c. avoid disruptions to the appointment schedule
- d. prevent walk-ins

b - Screening calls allows the health provider to prioritize or triage patients according to who needs care urgently from those who can wait. Emergency patients should be seen immediately and referred regardless of whether they have an appointment or not.

422. Which of the following is not a type of business formation for a medical practice?

- a. Partnership
- b. Sole Proprietorship
- c. Corporation
- d. Liability ownership

d - Partnership, sole proprietorship and corporation are all examples of medical practice management. Liability ownership is not a medical practice management type.

423. Establishing a matrix in the appointment book refers to:

- a. Blocking out the times when the health provider is unavailable
- b. Blocking out the times when patients are unavailable
- c. Blocking out the times when the nurse is not available
- d. Blocking out the times if the facility is unavailable

a - Establishing a matrix is to block out the times when the health provider is unavailable for appointments. It takes into consideration appointment intervals and break times such as lunch, meetings and rounds.

424. All of the following are steps in the hiring process, EXCEPT:

- a. Checking references
- b. Supervision
- c. An offer
- d. Recruiting

b - Supervision is part of management practice, not a hiring process. Recruitment, interviewing, checking references, selection, negotiation and offer and acceptance are employed in the hiring process.

425. When an appointment is canceled by a patient, the medical assistant should:

- a. Educate the patient
- b. Tell the patient the doctor will call for a rescheduling
- c. Document the cancellation and contact the patient for rescheduling
- d. Wait for the patient to reschedule

c - The proper procedure when a patient cancels or does not show up is to call the patient for rescheduling and document the missed appointment.

426. A performance appraisal can be based on the following, EXCEPT:

- a. Teamwork
- b. Ethnicity
- c. Dependability
- d. Attitude

b - A performance appraisal assesses an employee's performance objectively. These can be according to the employees' work ethics, teamwork, and attitude. Ethnicity is not a way of assessing employee performance.

427. Office equipment inventory and maintenance requires keeping records on which the following:

- a. Warranties
- b. Model and serial number
- c. Date of purchase
- d. All of the above
- e. Both a and c only

d - Office equipment are expensive assets. After years of use, they break down. To prevent problems with manufacturers, warranties, service agreements, date of purchase and model and serial number of the item should be kept.

428. When supplies are delivered to the office, a medical assistant accepting the delivery should:

- a. Place the supplies in storage
- b. Check the supplies with the packing slip
- c. Get the physician
- d. Open it when you find free time to check it

b - When a new supply delivery arrives, the first step is to check the packing slip against the supplies to make sure that the delivery was accurate. This prevents misunderstanding between the deliverer and the facility.

429. Federal Insurance Contribution Act (FICA) funds are paid into Social Security. Who pays into the FICA fund?

- a. The employee only
- b. The employer only
- c. The employee only if the employer has fewer than 20 employees
- d. The employer and the employee each pay half of what is due.

d - The employee pays half and the employer pays the other half of these taxes. The taxes are applied based on the level of taxable earnings, the length of the payroll period, marital status and the number of withholding allowances claimed.

430. Voucher checks are commonly used for

- a. Insurance payments
- b. Payroll
- c. Cash converted to foreign currency
- d. To obtain petty cash

b - A voucher check allows additional information such as deductions to be on the check for the employee's information. These checks are commonly used for payroll. Even if the check is directly deposited, the employee will receive a copy of the voucher check.

431. Which of the following is a method to track incoming telephone calls so that all messages are taken care of?

- a. Answer every incoming call
- b. Making a telephone log
- c. Install voice messaging
- d. Discard not important calls

b - Tracking incoming telephone calls and messages are vital to the operation of an office. A good way of tracking all incoming calls and messages is to create a telephone log.

432. Which of the following is not usually used when making appointment reminders for the patient?

- a. Calling the patient directly
- b. Reminder card before leaving the office
- c. Sending patients post cards
- d. Sending appointment letter by fax

d - Doctor's clinics send appointment reminders in different ways. They give a reminder card before the patient leaves the office, call the patient directly or they can send post cards. Fax transmissions are not typically used.

433. When dealing with a patient who is getting mad and irritated, the medical assistant should:

- a. Call security to prevent escalation of the situation.
- b. Tell the patient that he will not be seen if he continues his behavior.
- c. Keep calm and remain courteous.
- d. Answer in a louder tone to show that behavior like that is not tolerated.

c - In cases where the patient loses his temper, the medical assistant should remain professional. The medical assistant should keep calm and remain courteous.

434. SOAP chart refers to:

- a. Subjective, objective, administer, proposal
- b. Subject, opportunity, access, program
- c. Subjective, objective, assessment, plan
- d. Systems, operations, assessment, project

c - SOAP chart is an acronym for: Subjective, Objective, Assessment and Plan. It is also referred to as the progress notes chart.

435. If you have a new patient appointment, which of the following should not be asked from the patient?

- a. Social Security number
- b. Birth date
- c. Religion
- d. Insurance information

c - When setting up a new patient, it is important to ask the following: name, age, address, date of birth, social security number and insurance policy. Religion is not a standard information ask by health providers.

436. The professional organization for the field of effective management of health data and medical records is:

- a. AMA
- b. AHIMA
- c. OSHA
- d. HIPAA

b - AHIMA refers to American Health Information Management Association. It is the professional organization for the field of effective management of health data and medical records. AHIMA's primary goal is to provide the knowledge, resources and tools to advance health information professional practice and standards for the delivery of quality healthcare.

437. If you were tasked to record the minutes of a meeting, which of the following would not be included in the information you record?

- a. names of the attendees
- b. names of the absentees
- c. agenda
- d. None of the above

d - In recording meeting minutes, the following information should be included: names of attendees and absentees, time, date, and location of the meeting, agenda and motions. All of the choices are needed, thus there is no exception.

438. If the physician writes on the medical chart "Impression is Acute Lymphoblastic Leukemia", where should this be placed in the SOAP chart?

- a. S
- b. O
- c. A
- d. P

c - An impression is a tentative diagnosis of the patient. It is part of the Assessment component of the SOAP chart.

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 9 - Exam Room Techniques, Patient Preparation and Infection Control

439. Which of the following vital signs can be expected in a child that is afebrile?

- a. Rectal Temp of 100.9 degrees F.
- b. Oral Temp of 38 degrees C.
- c. Axillary Temp of 98.6 degrees F.
- d. All of the above are incorrect.

c - Afebrile means to be without fever. An axillary temperature is taken in the arm pit and is normal at 98.6 degrees F.

440. Intermittent fevers are:

- a. fevers which come and go.
- b. fevers which rise and fall but are always considered above the patient's average temperature.
- c. fevers which fluctuate more than three degrees in never return to normal.
- d. None of the above.

a - Intermittent fevers are fevers that come and go. They alternate between periods of being febrile then afebrile. Continuous fevers rise and fall slightly over a period of 24 hours. Remittent fevers fluctuate considerably; more than 3 degrees and do not return to normal body temperature.

441. A patient's body temperature has varied over the last 24 hours from 97.6 degrees F in the morning to 99 degrees F in the evening. The patient is worried that this change in temperature may indicate the beginning of a fever. Which of the following BEST explains this phenomenon?

- a. The patient definitely has a fever in the evening and should be seen by a doctor.
- b. The patient is experiencing changes related to a diurnal rhythm.
- c. The patient is more than likely taking her temperature incorrectly.
- d. The patient is male and is experiencing changes related to fluctuating monthly hormones.

b - Diurnal rhythm is the phenomenon of body temperature fluctuating depending on

the time of day. Temperatures taken in the morning are typically lower than those taken throughout the rest of the day.

442. The most accurate reading for a temperature is done:

- a. Orally.
- b. Aurally through a clean canal.
- c. Rectally.
- d. Axially.

b - Aural readings are done in the ear. The tympanic membrane shares a blood supply with the hypothalamus, which is an area of the brain that controls body temperature. Provided the ear canal is clean and free from debris, the tympanic temperature is the most accurate.

443. A patient is having difficulty understanding how to properly run her glucose meter. Which of the following teaching methods would best help the patient understand how to use her instrument correctly?

- a. Give the patient an instruction booklet and have her call the office if she has questions.
- b. Tell the patient to have a family member demonstrate how to use the instrument.
- c. Have the patient watch a video on the use of the instrument.
- d. Demonstrate the proper use of the instrument and then have the patient perform the process while still in the office.

d - By using a demonstration and performance method of patient education, the patient is offered a chance to perform a task and have learning assessed while still in the office. This ensures that any questions that the patient has can be answered immediately and any performance issues that are observed by the medical assistant can also be corrected immediately.

444. The pulse point located on the top of the foot is:

- a. the dorsalis pedis.
- b. is checked in patients with peripheral vascular problems.
- c. absent in some patients due to a congenital anomaly.
- d. All of the above.

d - The dorsalis pedis pulse point is located on the arch of the foot, slightly lateral to the midline. It is frequently used to assess adequate blood flow in patients that have poor circulation. Some patients are born without this pulse point.

445. Over a patient's lifespan, the pulse rate:

- a. starts out fast and decreases as the patient ages.
- b. starts out slower and increases as the patient ages.
- c. Varies from slow to fast throughout the lifespan.
- d. Stays consistent from birth to death.

a - Normal pulse rates in infants average around 140 beats per minute. This rate falls to an average of 80 beats per minute in adults.

446. A common error when taking a pulse is:

- a. placing the index finger on the radial artery which is located on the thumb side of a patient's wrist.
- b. noting a pulse as being "weak" when the pulsation disappears upon adding pressure.
- c. counting the pulse for 15 seconds and multiplying the number by four.
- d. None of the above will cause errors.

c - To accurately assess a patient's heart rate or pulse, the pulse must be counted for a full minute. Arrhythmias and intermittent pulsations may be missed if not counted for a full minute. Proper finger placement is on the radial artery which is located on the thumb side of the patient's wrist.

447. A patient is in the office for a cyst removal and is very anxious about the procedure. Which of the following descriptions of his respirations would be expected?

- a. Bradypnea
- b. Orthopnea
- c. Tachypnea
- d. Dyspnea

c - Tachypnea is defined as a respiration rate that is rapid, quick and shallow. Patients experiencing anxiety over a procedure may be hyperventilating, which occurs frequently with tachypnea.

448. Rales and rhonchi are frequently noted during an examination of lung sounds. What is the difference between the two?

- a. Rales are louder.
- b. Rhonchi are noted only in infants.
- c. Rales occur on inspiration, rhonchi on expiration.
- d. Rales are noted only in infants.

c - Rales are often heard during while a patient is taking in a breath, while rhonchi are heard when a breath being exhaled is obstructed by thick secretions in the respiratory tract.

449. To accurately assess a patient's respiration rate, which of the following methods would be BEST?

- a. Tell the patient, "Please remain silent while I count your number of breaths."
- b. Count respirations at the same time you are counting the pulse rate.
- c. Count the pulse rate for one minute, then, while keeping your index fingers on the patient's radial artery, count the respirations for an additional minute.
- d. Count the patient's respiration rate, then take the patient's temperature, and then take the pulse rate.

c - The most accurate assessment of a patient's respiration rate is to count the breaths while the patient is unaware that you are doing so. Patients who are aware that their respirations are being counted may breathe abnormally.

450. A patient is diagnosed with essential hypertension. Which of the following blood pressures would you expect to see in this patient prior to taking medications for his condition?

- a. 142/92
- b. 118/72
- c. 120/80
- d. 138/88

a - Essential hypertension occurs when the blood pressure reading has a systolic pressure reading of equal to or greater than 140 and/or a diastolic reading equal to or greater than 90.

451. Korotkoff sounds are:

- a. sounds noted during diastole.
- b. the result of the vibration of blood against artery walls while blood pressure readings are being taken.
- c. are only noted by skilled cardiologists.
- d. distinct sounds which are classified into 6 phases.

b - Korotkoff sounds are sounds generated when the blood starts to flow in an artery that has been temporarily collapsed during a blood pressure reading. There are 5 phases to the Korotkoff sounds and many different health care providers are trained to assess these phases.

452. Which of the following is an anthropomorphic measurement?

- a. Blood pressure
- b. Temperature
- c. Pulse Rate
- d. Weight

d - Anthropomorphic measurements are measurements of body size, weight and proportion.

453. The procedure for taking a pulse rate on an infant differs from an adult how?

- a. Pulse rates are not taken on infants.
- b. The apical pulse method is used on infants.
- c. Pulse rates on infants are taken with a sphygmomanometer.
- d. Pulse rates on infants are taken apically in the third intercostal space.

b - The apical pulse method is used in infants by placing a stethoscope in the fifth intercostal space, mid clavicular line and counting the beats for a full minute. This method can also be used on adults if the radial pulse method is difficult to perform.

454. The patient position that is most useful for proctologic exams is the:

- a. Trendelenburg
- b. Semi-Fowler's
- c. Full Fowler's
- d. Jack Knife

d - The jack knife position is used on a specially designed table which allows the patient to lay face down, but keeps the buttocks elevated.

455. A physician may assess turgor when:

- a. iron deficiency is suspected.
- b. heart and lung issues are suspected.
- c. dehydration is suspected.
- d. None of the above.

c - Skin turgor is assessed when dehydration is expected. The skin is slightly pinched and the amount of time that the skin takes to reassume the normal position is related to a patient's level of hydration. The longer the skin stays folded in the pinched position, the better the chance the patient is dehydrated.

456. In the chain of infection, the susceptible host:

- a. is one that has been effectively immunized against the infectious agent.
- b. is not capable of supporting the growth of an infectious agent.
- c. can reduce the chances of being infected by living a healthy lifestyle and using proper hand washing techniques.
- d. will not benefit from practicing aseptic techniques.

c - A susceptible host is one that is capable of being infected with an infectious organism and supporting that organism's growth. Hand washing and aseptic techniques can help to reduce the spread of infectious agents. Being immunized against an infectious agent greatly reduces the risk of contracting an infectious agent and succumbing to that agent's disease.

457. The proper personal protective equipment necessary for collecting a sputum specimen would include: (Choose the BEST answer.)

- a. Gloves and face mask
- b. Level Three Bio containment uniforms
- c. Eye protection and shoe covers
- d. Splash shield and face mask

a - Sputum samples could contain potential airborne droplets that may spread disease. Using a face mask and gloves will prevent the spread of infectious agents by protecting the respiratory tract and gloves will prevent the spread of contaminants by the hands.

458. Surgical asepsis is being performed when:

- a. wiping down exam tables with bleach.
- b. sterilizing instruments.
- c. changing table paper.
- d. wearing gloves when performing injections.

b - Surgical asepsis is the process of preventing pathogens from entering a patient's body. This is done by using sterilization procedures.

459. The most effective step of hand washing is:

- a. using friction to remove potential pathogens.
- b. using hospital grade soap.
- c. moisturizing the hands after washing to prevent cracking.
- d. washing hands for at least 15 seconds.

a - While all of the answers are part of an effective hand washing procedure, the use of friction when washing is the most effective method of removing debris and potential pathogens from the hands.

460. When performing an EKG, the patient starts to laugh out of feelings of anxiety. What would you expect the EKG to show? (Choose the BEST answer.)

- a. Increased pulse rate, normal EKG
- b. Decreased pulse rate, abnormal EKG
- c. Tachycardia, poor EKG graph.
- d. Bradycardia, poor EKG graph.

c - Patients who are unable to lie still on the exam table while having an EKG will have poor read outs on the EKG. Electrical signals given off by large moving muscles will inhibit the collection of data from the chest leads. Patients who are very anxious will usually display a rapid heartbeat.

461. When printing out an EKG, a medical assistant notices that the QRS complexes are extremely small. What should be the next step?

- a. Alert the physician immediately as this is a sign of impending cardiac arrest.
- b. Check to see that all leads are attached and rerun the EKG.
- c. Increase the sensitivity control to 20 mm deflection.
- d. Decrease the run speed to 50.

c - Increasing the sensitivity control to 20mm will double the sensitivity which will allow for better observation of the small QRS complexes.

462. Each small square on the EKG paper is:

- a. .04 seconds long and 5mm tall
- b. .2 seconds long and 5mm tall
- c. .04 seconds long and 20mm tall
- d. .04 seconds long and 1mm tall

d - Each small square of the EKG paper represents 0.04 seconds long and 1mm tall. One large square will be 5 small squares long and 5 small squares tall, equating to 0.2 seconds long and 5mm tall (0.5 mV).

463. When teaching a patient to use the three point gait technique of crutch use:

- a. The injured leg moves ahead at the same time as both crutches.
- b. One crutch moves at a time and then followed by the injured leg.
- c. Both crutches move ahead at the same time followed by both legs at the same time.
- d. None of the above are correct.

a - A three point gait is used when patients cannot bear total weight on one of the legs. The injured leg will move ahead with both crutches followed by the uninjured leg.

464. What is the actual purpose of a visit or consult of a patient with a physician?

- a. Chief complaint
- b. History of present illness
- c. Past history
- d. General data

a - The main reason for the visit of the patient is referred to as the chief complaint. It can also be the primary symptom that a patient states as the reason for seeking medical care.

465. Mrs. Plan, a 46 year old female, came in to your office because of fever and jaundice. She is on her 34th week of pregnancy. The doctor diagnosed her to have Hepatitis D infection. Which of the following hepatitis virus can simultaneously be in her blood together with the Hepatitis D?

- a. Hepatitis B
- b. Hepatitis A
- c. Hepatitis E
- d. Hepatitis C

a - Hepatitis D infection requires an associated Hepatitis B infection. Only people who are already infected with Hepatitis B can be infected with Hepatitis D. The outcome of disease largely depends on whether the two viruses infect simultaneously or whether the patient is a chronic Hepatitis B carrier with a new Hepatitis D infection.

466. Which of the following instruments are used for a pelvic examination?

- a. Light source
- b. Speculum
- c. Percussion hammer
- d. All of the above
- e. Both a and b only

e - Percussion hammer is used to evaluate reflexes of the patient, not for pelvic examination. Light source, speculum and cotton tip swabs are needed for pelvic examination.

467. A medical assistant took the vital signs of a patient. The patient has been complaining of palpitations and dyspnea. His pulse rate is 120 and respiratory rate is 8. What is the patient's condition?

- a. bradycardia and bradypnea
- b. tachycardia and bradypnea
- c. bradycardia and tachypnea
- d. tachycardia and tachypnea

b - The patient has a fast pulse and is breathing slow- tachycardia and bradypnea. The normal pulse rate is 60-100 bpm and normal respiration is 12-20.

468. Marital status, occupation and lifestyle of the patient are part of the:

- a. Family history
- b. Past medical history
- c. Social history
- d. Chief complaint

c - The part of the medical history that includes information about occupation, diet, marital status and sexual activity is the social history. The social history assists the physician in determining whether the patient's lifestyle is a factor for the medical condition of the patient.

469. Infection control and Universal Precautions Guidelines include the following, EXCEPT:

- a. Wear only PPE when in contact with infected patients
- b. Obtain Hepatitis B vaccination for occupational exposure to blood
- c. Dispose used needles in sharps container
- d. Proper hand washing before and after dealing with a patient

a - Personal protective equipment should be worn at all times especially when in contact with infected patients. Universal precaution is an approach to treat all human blood and certain body fluids as if they were known to be infectious for HIV, HBV and other blood borne pathogens.

470. The purpose of a spirometer is to evaluate:

- a. Volume of inhaled and exhaled air in the lung
- b. Red blood cell mass
- c. Blood pressure
- d. Hematocrit

a - Spirometry measures the amount of air inhaled and exhaled from the lungs. It evaluates the movement of oxygen from the atmosphere into the blood circulation

471. A 45 year old man came in for edema and fatigue. On physical examination, the lungs had decreased breath sounds, rales and crackles. The patient has a family history of heart disease and smokes 3 packs of cigarettes and drinks vodka every day. Under what part of the medical history, will you include the smoking and drinking habits of the patient?

- a. Past history
- b. Family history
- c. Social history
- d. Review of systems

c - Smoking cigarettes and drinking alcoholic beverages are both part of the social history. Social history also includes information about occupation, diet, marital status and sexual activity.

472. Mrs. Williams came to your office with profuse vaginal bleeding because of a spontaneous abortion. Her blood pressure initially was 90/60 mmHg. Five minutes after, the bp started to go down to 70/50 mmHg. Which of the following positions should you put her in to improve her blood pressure?

- a. Fowler's
- b. Sims
- c. Lithotomy
- d. Trendelenburg

d - The Trendelenburg position involves placing the patient head down and elevating the feet. Trendelenburg position is used by healthcare providers as a first-line intervention in the treatment of acute hypotension and shock.

473. Betsy, a 4 month old infant, was brought to your clinic because of a seizure. The doctor asked you to obtain a rectal temperature. You obtain it using a digital thermometer and the reading is 104 degrees F. Which of the following is most likely true?

- a. She has normal temperature.
- b. Her seizure is a result of her being febrile.
- c. The seizure has no connection with the temperature.
- d. The temperature of the patient cannot result in a seizure.

b - Febrile seizure is a seizure caused by a fever in infants or in children. During the seizure, the child often loses consciousness, and develops a sudden, jerking movements of a limb or of the body, caused by involuntary contraction of muscles. Febrile seizures are usually benign, even though, it looks dangerous.

474. Which of the following is not part of the medical history?

- a. Present history
- b. Review of systems
- c. Physical Examination
- d. Family history

c - The physical examination is not part of the medical history. The physical examination is performed after the history. Present history, family history and review of systems are all components of the medical history.

475. What artery should be palpated during cardiopulmonary resuscitation (CPR) to determine the presence of a pulse?

- a. Carotid pulse
- b. Femoral pulse
- c. Brachial pulse
- d. Radial pulse

a - A carotid pulse is the pulse that can be felt on the right side of the neck, over the carotid artery. In CPR, the carotid artery can be felt on both sides of the Adam's apple for 5-10 seconds.

476. A sigmoidoscopy is performed to examine the:

- a. Small intestine
- b. Rectum
- c. Large intestine
- d. lungs

c - The sigmoid is the last part of the large intestines. Sigmoidoscopy is the visual examination of the last part of the colon.

477. A medical assistant does not need to wear gloves when:

- a. Performing blood pressure
- b. Transporting a urine specimen
- c. Lubricating a foley catheter
- d. Performing venipuncture

a - Generally, medical personnel do not wear gloves when performing blood pressure. Wearing gloves is recommended in transporting possibly contaminated fluids such as: transporting a urine specimen, lubricating a foley catheter and drawing blood.

478. A patient complains that he has had chest pains for 3 months associated with dyspnea and diaphoresis. He self medicated with aspirin and antacids. Which part of the medical history should this information be placed?

- a. Chief complaint
- b. Present Illness
- c. Past History
- d. Family History

b - The information presented should be placed under the Present History or the History of Present Illness. The Present history is the detailed information of the patient's chief complaint.

479. You have been monitoring the oral temperature of Mr. Hadley for the past 10 days. His temperature shows that he is having alternating febrile and afebrile days. This type of fever pattern is known as:

- a. continuous fever
- b. remittent fever
- c. intermittent fever
- d. relapsing fever

c - Intermittent fever is when the patient has alternating days with fever and days with normal temperature. Malaria is an example of a disease where fever comes and goes.

480. What does pulse oximetry evaluate?

- a. It measures the heart rhythm of the patient.
- b. It measures the pulse and the respiration of the patient.
- c. It measures oxygen saturation in arterial blood.
- d. It measures oxygen saturation in venous blood.

c - Pulse oximetry is used to measure oxygen saturation in arterial blood. It is considered to be a noninvasive, painless and a general indicator of oxygen delivery to the tissues.

481. Which of the following statements is an example of an open-ended question?

- a. "Do you have more than 1 symptom?"
- b. "Tell me more about your symptoms."
- c. "Do you have hypertension?"
- d. "Does your family have diabetes?"

b - Open-ended questions are questions which require more explanation than a simple "yes" or "no" answer. Close-ended questions are questions which can be answered by a simple "yes" or "no".

482. All of the following are components of the infection cycle, EXCEPT:

- a. Reservoir
- b. Means of transmission
- c. Susceptible host
- d. Means of termination

d - Means of termination is not a component or link to the infection cycle. The links to the infection cycle are: infectious agent, reservoir, portal of exit, transmission, portal of entry and susceptible host.

483. Normally, the pulse rate is the same as the:

- a. number of heartbeats in one minute
- b. average length of beats in one minute
- c. number of heartbeats in 30 seconds
- d. difference between systolic and diastolic pressure

a - The pulse rate should be the same as the heart rate. The pulse is the throbbing motion as the wave of blood hits the artery wall during heart activity or heart beat.

484. Which of the following is not properly part of the interviewing process to obtain patient medical history?

- a. Observe the patient's alertness, level of orientation, grooming and comfort
- b. Express concern and respect for the patient
- c. Place the patient in a private room
- d. Judging the behavior of the patient

d - Making conclusions or judgments about the patient's behavior is not a proper way of interviewing patients. The purpose of the interview is to find the diagnosis and to treat the patient correctly.

485. The purpose of ear instillation is to:

- a. Clean the ear
- b. Dilate the ear
- c. Treat otitis externa
- d. Enhance hearing of the patient

c - The purpose of ear installation is to treat otitis externa or media. Medicine instilled into the ear is absorbed through the skin of the ear canal and membranes of the eardrum. It is used primarily to treat wax build-up and inflammations or infections of the ear.

486. Mrs. Simon, a known diabetic, came to your clinic because of dizziness. When you took her blood pressure while she was lying down on the bed, her blood pressure was 110/70 mm Hg, but when she stood up, she started to become dizzy again. A repeat blood pressure was 80/50 mmHg. What would be the condition of the patient?

- a. Normal
- b. Malingering
- c. Having malignant hypertension
- d. Having orthostatic hypotension

d - The patient has orthostatic hypotension or postural hypotension. Orthostatic hypotension is defined as a decrease in systolic blood pressure of 20 mm Hg, or a decrease in diastolic blood pressure of 10 mm Hg within three minutes of standing when compared with a blood pressure from the sitting or supine position. It results from an inadequate response to position changes in blood pressure.

487. A patient, a 17 year old female, is complaining of palpitation and fast heart beat. The patient has a history of panic attacks and anxiety. To determine if she has tachycardia, the medical assistant decided to use her thumb to count the pulse. Is this recommended to determine pulse?

- a. No. The thumb has its own pulse.
- b. No. The skin of the thumb is too sensitive.
- c. No. The skin of the thumb is not sensitive enough.
- d. Yes, it is recommended to use the thumb to take a pulse.

a - The thumb has its own pulse called the Thenar pulse. The pulse of the thumb can interfere with the counting of the pulse, thus it is not recommended to use.

488. The following are included in the rules on charting, EXCEPT:

- a. Check carefully the name on the chart
- b. Chart in pencil
- c. Do not chart assumptions
- d. Date each entry and sign with your complete name and title

b - When documenting the medical history of the patient, a non-erasable ink should be used. Erasable ink or pencils are not recommended for documenting legal documents such as the medical chart.

489. A sphygmomanometer is used to:

- a. Check for heart disease
- b. Check blood pressure
- c. Check for pulse
- d. Check for vital signs

b - A sphygmomanometer is an instrument for measuring arterial blood pressure. There are 3 types of sphygmomanometer: aneroid, electronic and manual.

490. What term is used when all microorganisms including the spores in an instrument have been eliminated?

- a. Sterile
- b. Asepsis
- c. Sanitized
- d. Disinfected

a - Sterilization is the killing or removal of all microorganisms, including bacterial spores. Sterilization can be achieved through dry heat, steam, radiation or chemical methods.

491. What is the position that produces the most accurate blood pressure determination?

- a. Have the patient in a sitting position with an arm extended at heart level
- b. Have the patient in a standing position and arm curled up
- c. Have the patient lying down with palms in a down position
- d. Have the patient sitting with an arm extended above the heart

a - The proper position to take the blood pressure is to place a patient in a sitting position with an arm extended at heart level. Research has shown that position can affect the patient's blood pressure readings, therefore, proper patient positioning is important to have an accurate blood pressure determination.

492. Red marked glass thermometers are used to take what temperature?

- a. Axillary
- b. Rectal
- c. Tympanic Membrane
- d. Oral

b - Red tip thermometers are rectal thermometers. Blue tip thermometers are used orally or axillary.

493. A medical assistant cleaned a patient's wound using forceps. She then soaked the forceps in alcohol. Which aseptic technique did she use?

- a. Sterilization
- b. Autoclaving
- c. Sanitization
- d. Disinfection

d - The process of eliminating pathogenic microorganisms using chemicals is disinfection. Disinfectants are chemicals that are used on inanimate objects to either eliminate microorganisms or to make them inactive.

494. A physician is about to give a Pap smear procedure to a patient. As a medical assistant, you assist the patient and help her get into position for the procedure. What position should you put her in?

- a. Horizontal Recumbent
- b. Lateral Sims
- c. Fowler's
- d. Lithotomy

d - In a pap smear, the patient should be placed in the lithotomy position. In lithotomy, the patient is on her back with the hips and knees flexed and the thighs apart. The position is often used for vaginal examinations and childbirth.

495. A wound where tissue is not just separated but torn away from the body is referred to as:

- a. Laceration
- b. Avulsion
- c. Abrasion
- d. Gangrene

b - An avulsion is a type of wound where the tissue is not just separated but torn away from the body, forming a flap. Avulsion wounds may take longer to heal because they cannot be closed with tape or stitches.

496. Michael, a 5 year old boy, has been complaining of itchiness, rash and irritation around the anal area. He was brought to the clinic by his mother, and to her surprise, the doctor performed a scotch tape test. This test is used to diagnose infestation of which parasite?

- a. Mosquitoes
- b. Fungus
- c. Round worms
- d. Pinworms

d - A scotch tape test is the simplest and effective way of detecting pinworm infestation. The tape is viewed under the microscope, and if "D" shaped eggs are seen, a diagnosis of pinworm infestation is made.

497. Round-shaped bacteria that are seen in pairs are called:

- a. streptococcus
- b. diplococcus
- c. staphylococcus
- d. bacillus

b - Diplococci are bacteria that are seen in the microscope as pairs of round looking organisms. Neisseria gonorrhoea is a bacteria that is classified as an STD, and is an example of a diplococcus.

498. When placing a patient on the weighing scale, the medical assistant should:

- a. Ask the patient to patient remove all clothing
- b. Ask the patient to face away from the scale
- c. Make sure that the scale is calibrated and balanced before actually weighing the patient
- d. All of the above

c - Before weighing the patient, the medical assistant should check first if the weighing scale is calibrated and balanced to prevent false readings. The rest of the choices are not required in weighing the patient.

499. Cold and heat modalities can be applied to:

- a. Reduce inflammation and break the pain cycle
- b. Improve circulation
- c. Decrease muscle spasms
- d. All of the above

d - Cold and heat modalities help in reducing inflammation and swelling and breaking the pain cycle. They can also decrease muscle spasms and improve circulation.

500. All of the following statements regarding vital signs are true, EXCEPT:

- a. Vital signs give essential information that guide the health provider.
- b. Estimation of vital signs is always allowed.
- c. Vital signs can indicate if a patient has a disease.
- d. Vital signs are also called the cardinal signs.

b - Vital signs are objective findings. Accurate reporting of readings are a must in vital signs . The medical assistant should avoid estimation of the readings because treatment of patients rely on these vital signs.

501. When taking a patient's pulse, the most commonly used artery is:

- a. Apical
- b. Radial
- c. Carotid
- d. Axillary

b - The radial artery is found in the groove on the thumb side of the inner wrist. This is the most commonly used side and very easily accessible.

502. A 15 year old boy complained of a sore throat. After testing the patient, the results revealed a strep throat. What is the shape of the bacteria?

- a. Rod shaped
- b. Round in clusters
- c. Round in pairs
- d. Round in chains

d - Streptococci are bacteria that are seen in the microscope as round arranged in chains. It is also classified as Gram-positive bacteria.

503. A patient was brought to the clinic because of fever and jaundice. The doctor's impression was Hepatitis A. What is the mode of transmission of this virus?

- a. Oral – fecal
- b. Sex
- c. Blood
- d. Direct touching

a - Hepatitis A is transmitted via oral – fecal route. Infectious food handlers may contaminate non-cooked foods, and it can also occur through ingestion of contaminated food or water.

504. The patient's pulse was 88 bpm. What will you tell the patient?

- a. Your pulse is normal.
- b. Your pulse is fast.
- c. Your pulse is abnormal.
- d. Your pulse is slow.

a - The normal pulse is 60-100 beats per minute. This patient has a pulse rate of 88; therefore, you should tell the patient that the pulse is normal.

505. A 38 year old man was rushed to the hospital because of bloody diarrhea. The doctor said that the cause can be a single-celled organism. Which organism is he referring to?

- a. Lyme
- b. Amoeba
- c. Salmonella
- d. Trichomonas

b - Amoeba is a parasite classified under protozoa. They are single-celled organisms found in contaminated water that can cause dysentery - inflammation of the intestines causing diarrhea with blood.

506. A patient weighs 200 pounds. How much does he weigh in kilograms?

- a. 100 kg
- b. 90 kg
- c. 80 kg
- d. 200 kg

b - The conversion factor from pounds to kilograms is 0.45. To find out how many kilograms in a pound, multiply the number of pounds by the factor, 0.45. The patient weighs 90 kg.

507. Which of the following diseases is not caused by a virus?

- a. Chicken pox
- b. Herpes
- c. Tuberculosis
- d. Measles

c - Tuberculosis (TB) is caused by the bacteria Mycobacterium Tuberculosis. Chicken pox, Herpes and Measles are diseases caused by viruses.

508. A patient who weighs 100 kilograms will be how heavy in pounds?

- a. 220 lbs
- b. 45 lbs
- c. 100 lbs
- d. 300 lbs

a - The kilograms to pounds weight conversion factor is 2.2. One kilogram is equivalent to 2.2 pounds. To get the pounds, you have to multiply the kilograms by 2.2. The patient will be 220 lbs.

509. An 18 year old who went camping for one week was seen at the office because of fever, headache, fatigue, and a characteristic skin rash called erythema migrans. The classic skin rash is characteristic of what disease?

- a. Lyme disease
- b. West Nile
- c. Gonorrhea
- d. HIV

a - Lyme disease is caused by the bacteria *Borrelia burgdorferi*. It is transmitted through the bite of an infected tick. Symptoms include fever, headache, fatigue, and a characteristic skin rash called erythema migrans.

510. The blood pressure of the patient is 120/80 mmHg. Based on this, what is the pulse pressure of the patient?

- a. 10 mmHg
- b. 20 mmHg
- c. 30 mmHg
- d. 40 mmHg

d - Pulse pressure is the difference between the systolic and diastolic pressures. By subtracting 80 from 120, the pulse pressure will be 40 mmHg.

511. The question “What brings you to the clinic today?” addresses what part of the medical history?

- a. Chief complaint
- b. Present illness
- c. Past history
- d. Social history

a - The chief complaint is the main reason for the patient’s visit.

512. Antibiotic resistance is best prevented by:

- a. Prescribe more than one antibiotic to the patient.
- b. Prolong the antibiotic treatment.
- c. Follow the recommended dose and duration of the antibiotic treatment.
- d. Increase the dose slightly higher to kill more bacteria.

c - Antibiotic resistance is best prevented by following the recommended dose and duration of the antibiotic treatment. Most resistance is due to incomplete treatment because of non-compliance of patients.

513. The patient was brought to the clinic because of headache, nausea, rash and dizziness. Which of the following is an objective finding?

- a. Headache
- b. Dizziness
- c. Rash
- d. Nausea

c - Rash is an objective finding. Objective data are information based on what the health provider observes, hears, smells and feels. It also includes measurable information such as laboratory tests and the physical examination.

514. Which of the following is not a classification of hypertension?

- a. Essential hypertension
- b. Secondary hypertension
- c. Malignant hypertension
- d. Benign hypertension

d - Hypertension can be classified as: essential, secondary and malignant. Benign hypertension is not a standard classification for hypertension.

515. During the patient interview, the patient reports that she has abdominal pain. What type of information did the patient report?

- a. Sign
- b. Objective
- c. Subjective
- d. Impression

c - Subjective data includes information about what the patient feels. Symptoms are considered subjective information such as abdominal pain.

516. A 10-year-old girl with red eye was examined for pink eye. How is this disease transmitted?

- a. Staring at the eye of an infected patient
- b. Touching objects or things contaminated with the virus
- c. Sharing the same clothing
- d. Through blood or food

b - Pink eye (Conjunctivitis) is highly contagious. Most viruses that cause conjunctivitis are spread through hand-to-eye contact by hands or objects that are contaminated with the infectious virus. Hands can become contaminated by coming in contact with infectious tears, eye discharge, fecal matter or respiratory discharges.

517. The medical assistant asked the patient, "You drink alcoholic beverages, right?" This question is an example of a:

- a. Leading question
- b. Summarizing question
- c. Clarifying question
- d. Open-ended question

a - The question of the medical assistant is an example of a leading question. Leading questions suggest the desired answer to the patient. A better way of to pose this question would be, "Do you drink alcoholic beverages?"

518. Which of the following is not recommended when interviewing a patient?

- a. Have eye contact
- b. Look at the clock to prevent patient from rambling
- c. Lean toward the patient
- d. Nod when the patient talks

b - The key to successful interviewing is aligning between verbal and nonverbal messages conveyed to the patient. Looking at the clock conveys to the patient inattention and disinterest.

519. A stroke patient is breathing with alternating periods of apnea and tachypnea. What is this breathing pattern called?

- a. Sturge-Weber
- b. Prader Willi
- c. Cheyne Stokes
- d. Lou Gehrig

c - Cheyne-Stokes respiration is an abnormal breathing pattern described as periods of tachypnea alternating with periods of apnea. The condition was named after two physicians who first described it in the 19th century - John Cheyne and William Stokes.

520. While interviewing the patient, you noticed that the patient has involuntary, purposeless, non-rhythmic, abrupt movements that flow from one body part to another. The patient is manifesting what movement problem?

- a. Dystonia
- b. Aphasia
- c. Tremors
- d. Chorea

d -Chorea is an involuntary, purposeless, non-rhythmic, abrupt movement that flows from one body part to another. It is caused by damage to the caudate nucleus in the brain.

521. Which of the following is not a risk factor for heart disease?

- a. Diabetes
- b. No immunizations
- c. Inactivity
- d. Hypertension

b - Risk factors for heart disease include the following: diabetes, smoking, high cholesterol, inactivity, family history, obesity, and hypertension. Immunization is not a risk factor for heart disease.

522. This information is not placed in the Present Illness section:

- a. Allergies of the patient
- b. Timing of symptoms
- c. Factors that relieve symptoms
- d. Associated symptoms

a - Allergies are placed on a separate section or as part of the Past History. Questions to ask in the Present Illness section are: timing, location, associated symptoms, aggravating, and relieving symptoms.

523. Which of the following is the recommended setting for the autoclave?

- a. 450 F for 30 minutes
- b. 175 F for 20 minutes
- c. 250 F for 30 minutes
- d. 320 F for 20 minutes

c - An autoclave is a pressurized chamber used to sterilize equipment and supplies. The recommended settings for an autoclave is: 250 degrees Fahrenheit for 20-30 minutes at 15 pounds of pressure.

524. Why is the Review of Systems important for the health practitioner?

- a. To know the reason why the patient visited the doctor
- b. To uncover other health issues of the patient that were not mentioned in the other parts of the history
- c. To screen cancer and genetic problems
- d. To address the lifestyle of the patient

b - The review of systems is a list of signs/symptoms organized by organ systems designed to uncover underlying conditions and diseases. To address the patient as a whole, the doctor has to uncover all health issues.

525. When the patient complains of abdominal pain, how will you know what organ is most likely affected?

- a. Divide the abdomen into four sections, and ask the patient in which section the pain is
- b. Ask the patient how severe the pain is
- c. Ask the patient when did the pain start
- d. Divide the abdomen into upper and lower quadrant and ask if the pain is upper or lower

a -To locate which organ is most likely affected from the patient's symptoms, divide the abdomen into four sections and ask the patient to identify the location of the pain. Although it is not that accurate, it is a good way of localizing which organ can possibly be included in the differential diagnosis.

526. If the patient complains of chest pain, and points that the pain is right behind the breast bone, how will this be documented?

- a. Left sided chest pain
- b. Parasternal pain
- c. Substernal pain
- d. Midclavicular pain

c - Substernal pain is pain under the breast bone. It may indicate a cardiac origin; therefore, it must be further investigated.

527. What is the recommended site for a pulse rate determination?

- a. radial
- b. brachial
- c. apical
- d. dorsalis pedis

a - The radial pulse is the most common pulse point used by health practitioners because it is the most accessible and convenient. The normal pulse rate is 60-100 bpm.

528. The medical assistant should count the pulse for how long to be most accurate?

- a. 15 seconds
- b. 30 seconds
- c. 1 minute
- d. 2 minutes

c - The pulse rate should be counted for one minute to be accurate. The pulse is counted as beats per minute.

529. A medical assistant wanted to use a stethoscope to determine a pulse. Which of the following pulse points can she use?

- a. Carotid
- b. Apical
- c. Brachial
- d. Femoral

b - The apical pulse is located in the left side of the chest. To take the apical pulse, a stethoscope and a watch are needed.

530. Which of the following can be a reservoir host of the Ebola virus?

- a. Chimpanzees
- b. Fruit bats
- c. Forest antelopes
- d. All of the above

d - It is thought that fruit bats are natural hosts of the Ebola virus. Ebola is introduced into humans through close contact with the blood or bodily fluids of infected animals such as chimpanzees, fruit bats, monkeys, and forest antelope in the rainforest.

531. What does a sterilization strip indicate?

- a. Whether the instruments were exposed to the proper conditions of sterilization.
- b. If more water should be added to achieve the right amount of steam
- c. Whether the instruments need to be sterilized
- d. If the pressure of the autoclave was right.

a - Sterilization indicator strips indicate exposure to the conditions which will achieve sterilization- the proper combination of time and temperature in the presence of steam.

Section 10 - Office Laboratory Procedures

532. Which of the following anticoagulants would be found in a light blue vacutainer tube?

- a. EDTA
- b. Sodium Oxalate
- c. Lithium Heparin
- d. Sodium Citrate

d - Sodium citrate is found in the light blue collection tubes. This tube is used most often for tests that assess coagulation times.

533. A medical assistant is asked to draw blood in the antecubital (AC) space. Which of the following veins are found in the AC?

- a. Cephalic
- b. Median cubital
- c. Basilic
- d. All of the above.

d - All three of these veins are located in the antecubital space, which is the space opposite the elbow on the arm.

534. A patient's urine specimen tested positive for bilirubin. Which of the following is most true?

- a. The patient should be evaluated for kidney disease.
- b. The specimen was probably left at room temperature for more than two hours.
- c. The specimen is positive for bacteria.
- d. The specimen should be stored in an area protected from light.

d - Bilirubin is easily broken down by light, so all samples testing positive for bilirubin should be protected from light exposure. Any urine samples that are brown in color should be suspect for the presence of bilirubin.

535. Which vacutainer tubes should be used when a requisition calls for blood to be drawn for an H&H and glucose test?

- a. One light blue, one red
- b. Two lavenders
- c. One lavender, one grey
- d. One green, one red

c - An H&H stands for hemoglobin and hematocrit, which are tests that are found in a complete blood count. These tests are drawn in a lavender tube. Blood for glucose testing is drawn into grey tubes.

536. Specific gravity in urinalysis:

- a. compares the concentration of urine to that of distilled water.
- b. is useless when the patient is dehydrated.
- c. can only be done with a refractometer.
- d. None of the above.

a - Specific gravity measures the concentration of solutes in a liquid compared to the concentration of distilled water. Normal specific gravity readings of human urine range from 1.005-1.030.

537. When placing a patient in the AP position for an X-ray, what position would the patient be in?

- a. Facing the film.
- b. Right side against the film.
- c. Left side against the film.
- d. Facing away from the film.

d - The AP position is the Anteroposterior Projection. Patients in the AP position are facing away from the X-ray film.

538. A patient's urine tests positive for glucose. The doctor asks you to confirm this finding. Which of the following would BEST confirm this finding?

- a. Run the urine on the hand-held glucometer.
- b. Have another MA do a repeat dipstick.
- c. Run a Clinitest.
- d. Run an Acetest.

c - Clinitest tablets are used to detect glucosuria. This test is useful when urines are discolored and proper color assessment cannot be done.

539. The smallest of the white blood cells which also can be involved in humoral immunity is the:

- a. Lymphocyte
- b. Monocyte
- c. Basophil
- d. Erythrocyte

a - The smallest of the white blood cells is the lymphocyte. Monocytes are the largest white blood cells.

540. MSDS sheets:

- a. Contain the ordering information for each piece of equipment in the office.
- b. Are required by OSHA to be accessible to all employees of the office.
- c. Can be used to treat patients who have been injured in equipment accidents.
- d. None of the above.

b - Materials Safety Data Sheets are used to provide employees information on all chemicals that are used in their place of work. Health information is readily accessible and can be used to help employees who have been injured by the use of these chemicals.

541. The most virulent blood borne pathogen is: (Choose the BEST answer.)

- a. HCV
- b. HPV
- c. HIV
- d. HBV

a - Hepatitis C is 100 times more virulent than Hepatitis B.

542. The NFPA diamond has four colors. The blue diamond:

- a. indicates hazards to health.
- b. designates that it is safe to use water to put out this type of fire.
- c. indicates that ice is necessary to treat an injury with this type of chemical.
- d. indicates that the chemical may be incinerated upon disposal.

a - The National Fire Protection Agency has designated a safety diamond to be used to indicate the threat level of a particular chemical. The blue diamond indicates potential hazards to a user's health when the particular chemical is used.

543. A patient has been told to monitor her LH levels. Which of the following potential conditions might the patient be suffering from?

- a. Menorrhagia
- b. Grave's Disease
- c. Menopause
- d. Infertility

d - Luteinizing hormone is released by the pituitary gland to stimulate ovulation. Women with infertility monitor LH levels to time intercourse to achieve conception.

544. Manual hematocrits are done:

- a. to monitor anemia.
- b. by using a microcrit tube.
- c. to measure the percentage of plasma to cells.
- d. All of the above.

d - Manual hematocrits are a CLIA Waived method for monitoring anemia. Blood is collected in a microcrit tube, centrifuged, and the percentage of plasma to cells is measured.

545. The BEST blood collection location for a newborn is:

- a. the AC.
- b. the veins of the forehead.
- c. the heel.
- d. the fingertips.

c - Collecting blood specimens from newborns is most safely done by collecting blood from the lateral or medial aspect of the baby's heel.

546. A patient has come to the office for a blood draw. The patient starts to sweat and is very anxious. Which of the following would be the BEST way to proceed?

- a. Do not perform the procedure. Notify the physician of the reason why.
- b. Perform the procedure but pay close attention for signs of potential syncope.
- c. Allow the patient to reschedule for a time where he isn't as anxious.
- d. Have the physician draw the blood.

b - Sweating is a common occurrence with anxiety. Provided the patient is not showing signs of fainting, the phlebotomy procedure can be performed. Notify the physician if the patient does faint.

547. Which of the following tests would MOST LIKELY be performed on a patient that is being monitored for coagulation therapy?

- a. PT/INR
- b. CBC
- c. HCT
- d. WBC

a - Prothrombin times (PT/INR) are frequently used to monitor Coumadin (warfarin) therapy. This medication is an anticoagulant which slows the blood's ability to clot.

548. Which of the following is MOST TRUE about the ESR test?

- a. The results are diagnostic for certain conditions.
- b. Abnormal results are indicative of a potentially fatal illness.
- c. Abnormal results should be followed with additional testing.
- d. Results are reported in millimeters per minute.

c - The erythrocyte sedimentation rate is a screening test for inflammation. The test is not used to diagnose any condition and abnormal results should be investigated further. Results are reported in millimeters per hour.

549. A patient who is blood type AB:

- a. can receive plasma from a type B donor.
- b. can receive whole blood from a type A donor.
- c. can receive packed RBCs from a type O donor.
- d. All of the above.

c - A patient who has blood type AB has AB antigens on his red blood cells. A donor that has antibodies to AB antigens cannot donate plasma to an AB patient. Of the above listed answers, only an O type donor can donate to this patient as O donors have no antibody stimulating antigens and no donated antibodies since the donation was packed red blood cells.

550. Which of the following is considered an abnormal lab result?

- a. WBC 10,000/ mm cubed
- b. Hct 50%
- c. ESR 22 mm/hour
- d. All of the above are normal.

c - Normal values for ESR are 0-10 mm/hr for men and 0-20 mm/hr for women.

551. The mordant in the Gram Stain procedure is:

- a. the crystal violet
- b. the methyl alcohol
- c. Iodine
- d. Safranin

c - The Gram Stain procedure uses 4 chemicals: crystal violet (primary stain), Gram's

Iodine (mordant), Methyl Alcohol (decolorizer) and Safranin (counterstain).

552. To properly read a meniscus,

- a. hold the measuring device at eye level and read the bottom of the curve of the liquid level.
- b. hold the measuring device at eye level and read the top of the curve of the liquid level where the liquid holds to the walls of the container.
- c. hold the measuring device at table level and looking down into the measuring device, read the bottom of the curve of the liquid level.
- d. hold the measuring device at table level and looking down into the measuring device, read the top of the curve of the liquid level.

a - To accurately measure liquids that are in containers, hold the container at eye level and read the volume at the bottom of the meniscus.

553. The purpose of performing quality control is to:

- a. create a paper trail to show that the laboratory is compliant with OSHA standards for quality control.
- b. improve the odds that the results that are reported for any given test are as accurate and reliable as possible.
- c. Are required by law to be part of a quality assurance program.
- d. All of the above.

b - Quality controls are done for each analyte tested to ensure reliability of the results obtained from that test. There are no laws requiring that QC be performed, but most accrediting bodies will require QC to be done in order to maintain accreditation.

554. A urine pregnancy test:

- a. May be negative even if a blood pregnancy test is positive.
- b. Is positive only during the first trimester of pregnancy.
- c. Will be negative if the amount of LH isn't enough to meet or exceed the sensitivity of the testing device.
- d. All of the above.

a - Urine pregnancy tests detect HCG in a pregnant woman's urine. Blood levels of HCG are usually higher and register earlier than HCG levels in the urine.

555. When reading urines microscopically, urine casts must be:

- a. small enough to be seen under high power.
- b. assessed under low power.
- c. absent as to not impede the observation of other microscopic structures.
- d. None of the above.

b - Casts in the urine are much larger than most of the other microscopic structures. Casts should be observed under low power so their presence can be noted. Using high power could cause the viewer to over magnify and miss the structures.

556. A physician believes that a patient may be experiencing pancreatitis. Which of the following tests would be best to diagnose this condition?

- a. CK and Troponin
- b. BUN and Creatinine
- c. Amylase and Lipase
- d. HDL and LDL Cholesterol Levels

c - Patients experiencing pancreatitis will have increased blood levels of amylase and lipase, two enzymes produced by the pancreas that break down carbohydrates and lipids, respectively.

557. An abnormality in the ventricles may be identified on the ECG strip by:

- a. distorted, varying P wave pattern
- b. wide spaces in between waves
- c. wide and bizarre QRS complex
- d. too fast heart rate

c - QRS waves represent ventricular contraction. Abnormalities of the QRS represent the ventricles. In the same way, the P waves represent atrial contraction.

558. The standard ECG paper speed is:

- a. 25 mm/min
- b. 25 mm/sec
- c. 50 mm/min
- d. 50 mm/sec

b - The standard ECG paper speed is 25 mm per second. Each small box horizontally is 0.04 seconds and 0.1 mV vertically

559. During an ECG, a patient was talking, moving and chewing. What interference will show in the strip?

- a. Damaged cable
- b. Loose electrode
- c. Somatic tremor
- d. Alternating current or 60 cycle

c - Somatic tremor is the term for ECG interference for patient movement. It will show a fuzzy baseline on the ECG tracing.

560. Which ECG electrode is placed on the 5th ICS on the left mid-clavicular line?

- a. V3
- b. V4
- c. V5
- d. V6

b - The V4 electrode is placed on the 5th ICS on the left mid-clavicular line. V5 and V6 electrodes are placed on the 5th ICS anterior and mid axillary lines.

561. Which chest lead is placed on the 4th ICS to the right of the sternum?

- a. V1
- b. V2
- c. V3
- d. V4

a - A V1 chest lead is placed on the 4th ICS to the right of the sternum. V2 is placed on the left of the sternum. V3 is placed between V2 and V4. V4 is placed on the 5th ICS, left mid-clavicular line.

562. A patient came to the clinic complaining of waking up at night to urinate. The patient has a family history of diabetes. The patient's symptom is called:

- a. nocturia
- b. incontinence
- c. polydipsia
- d. oliguria

a - Patients who wake up at night to urinate is referred to as nocturia. This condition can be a sign of diabetes.

563. A patient was brought to the clinic because she has not urinated for 3 days. Blood tests shows increase in BUN and Creatinine. What is the condition of the patient?

- a. UTI
- b. Kidney stones
- c. Uremia
- d. Diabetes

c - The patient has uremia based on the blood tests. Uremia is accumulation of wastes in the blood such as BUN and creatinine due to renal disease.

564. Which of the following is not used to clean the site for a blood culture specimen?

- a. Iodine
- b. Surgical soap
- c. Lysol
- d. Alcohol

c - Lysol is not used to clean sites for blood culture. Lysol is a disinfectant that is used for inanimate objects and not on living tissues.

565. Which of the following blood samples should be placed in ice water?

- a. Lead testing
- b. Glucose tolerance test
- c. Arterial blood gases (ABG)
- d. Blood culture

c - If the ABG sample is not analyzed immediately, a false reading can result due to blood cell metabolism. Using ice slows metabolism, allowing the blood sample to stay viable for a longer time period, possibly up to 30 minutes.

566. The normal bleeding time is:

- a. 2 to 8 minutes
- b. 10 to 15 minutes
- c. 20 minutes
- d. 1 hour

a - Normal bleeding time is 2-8 minutes. Bleeding time is a test used to determine how quickly your blood clots to stop you from bleeding. The test involves making small, superficial cuts on the skin.

567. A fingerstick is done on the following fingers:

- a. middle and index finger
- b. the thumb and the middle finger
- c. small and ring finger
- d. middle and ring finger

d - The finger is usually the preferred site for capillary testing in an adult patient. The sides of the heel are only used in pediatric and neonatal patients. The middle or the ring fingers are the recommended sites for capillary puncture.

568. What is the number one complication of venipuncture?

- a. Seizure
- b. Hematoma
- c. Fainting
- d. Petechiae

b - The number one complication of venipuncture is hematoma. When blood leaks to the surrounding tissues because of inadequate hemostasis, hematoma can occur.

569. A patient came in complaining of having a burning sensation while urinating. What chemical in the urine would confirm a suspicion that the patient has a urinary tract infection?

- a. Ketone
- b. Bilirubin
- c. Blood
- d. Nitrite

d - Nitrite and leukocyte esterase are chemicals in the urine that indicate a UTI. Most bacteria that colonize in the urinary tract cause nitrates to be converted to nitrites.

570. Surgical hand washing is performed in this way:

- a. By scrubbing for 4 minutes
- b. For 10 minutes using a sterile hand brush
- c. For 15 minutes with germicidal soap
- d. For a full 20 minutes

b - For a surgical hand washing (often called a "surgical scrub") it is very important to remove dirt and microorganism from the surface of the skin. Included in materials needed would be surgical soap, orange sticks, sterile towels, and a sterile surgical scrub brush. The total hand washing should be approximately 10 minutes.

571. The transplant of animal tissue into a human:

- a. Isograft
- b. Heterograft
- c. Homograft
- d. Autograft

b - Heterograft can also be called a xenograft and it is the transplant of animal tissue into a human. An example of this would be using the heart valve from an animal into the heart of a human being. An isograft is a transplantation from a genetically identical twin. Homograft, also called allograft, is a tissue transplant between two humans (not identical twins). An autograft is a transplantation of a person's own tissue from one part of the body to another.

572. How do you know if the EKG machine is calibrated?

- a. It produces a calibration mark of 10 mm high.
- b. It produces a calibration mark of 10 mm wide.
- c. It produces a calibration mark of 15 mm high.
- d. It produces a calibration mark of 15 mm wide.

a - The ECG machines requires calibration to ensure accuracy. The ECG machine has a auto calibrate feature in which the EKG machine prints a calibration mark as a square wave that is 10 mm high, 2 mm wide.

573. A medical assistant is performing ECG. Where should the V3 electrode be placed?

- a. 4th ICS left sterna border
- b. Midway between V2 and V4
- c. 5th intercostals space right sterna border
- d. Right bicep

b - Electrode V3 is placed between V2 and V4. Electrode V2 is placed on 4th ICS left sterna border, and V4 is placed on the 5th ICS mid clavicular line.

574. What does lead I on the ECP strip represent?

- a. Represents the electricity from Right arm to Left Arm (RA-LA)
- b. Represents the electricity from Right arm to Left Leg (RA-LL)
- c. Represents the electricity from Left arm to Left Leg (LA-LL)
- d. Represents the electricity from Right Leg to Left Leg (R-LL)

a - Lead I represents the electricity from Right arm to Left Arm (RA-LA). Lead II represents the electricity from Right arm to Left Leg (RA-LL), and lead III represents the electricity from Left arm to Left Leg (LA-LL).

575. How would you know that the ECG cable is the Right Arm (RA) cable based on its color?

- a. It is colored red
- b. It is colored black
- c. It is colored green
- d. It is colored white

d - The following are colors of the ECG cables: RA- white, LA- black, RL- green and LL –red. These colors are for the limb cables.

576. How will you make sure that the electrodes will adhere to the skin of the patient?

- a. Open a brand new electrode package
- b. Warm your hands
- c. Apply alcohol to the placement sites
- d. Apply the cables before placing the electrodes on the skin of patient

c - Proper placement of electrodes requires cleaning the sites with alcohol to remove oils, dirt and substances on the skin. This will prevent the electrodes from falling from the skin throughout the duration of the procedure.

577. If the patient is suspected to be color blind, which test should the medical assistant prepare the patient for?

- a. Snellen
- b. E chart
- c. Ishihara
- d. Jaeger

c - Ishihara test is a test for color-blindness. Patients are asked to distinguish numbers printed on a background of colored spots.

578. If the patient complains of blurry of vision, which of the following will the doctor use to determine visual acuity?

- a. Snellen
- b. E chart
- c. Landolt C
- d. All of the above

d - All can be used. Snellen, E chart and Landolt C charts are charts used to check for visual acuity.

579. A 56 year old patient was seen in the clinic because of coughing with blood. An x-ray was done which showed a mass in the hilar area of the lungs. Which of the following will be the next step of the doctor?

- a. Thoracentesis
- b. Bronchoscopy
- c. Spirometry
- d. Thoracotomy

b - A mass in the hilar area is suggestive of lung cancer. To determine if the mass is cancerous or benign, the physician would most likely do a bronchoscopy to visualize the bronchi and perform a biopsy if a mass is accessible.

580. A 17 year old patient was brought to the office because of hematomas and bruises. The patient denies trauma and abuse. Which blood test will most likely be positive if it was a blood disorder?

- a. Hemoglobin
- b. Partial Thromboplastin time (PTT)
- c. Leukocyte count
- d. Hematocrit

b - Hematomas and bruising without a history of trauma or abuse is indicative of a bleeding disorder. Partial Thromboplastin time (PTT) is used primarily to investigate unexplained bleeding or clotting. Abnormalities in hemoglobin, hematocrit and leukocyte do not generally result in hematomas and bruising.

581. A physician ordered a guaiac test for a patient who was complaining of abdominal pain. What is the indication for ordering such test?

- a. To screen colon cancer
- b. To screen lung cancer
- c. To screen breast cancer
- d. To screen prostate cancer

a - Stool guaiac test detect blood in the stool. It is one of the most common form of FOBT (Fecal Occult Blood Test). It screens for colon cancer, polyps, tumors, angiodysplasia, diverticulitis and inflammatory disease.

582. A diabetic patient denies that she is not compliant with her medications. Her blood sugar is elevated. What test should be done to determine the patient's average blood sugar for the past 3 months?

- a. Fasting blood sugar
- b. Random blood sugar
- c. Hemoglobin A1C
- d. Postprandial sugar

c - Hemoglobin A1C test is used to monitor treatment compliance in a diabetic patient. It measures the average blood sugar level of the patient for the past three months.

583. A 40 year old obese female was seen in the office because of a right upper quadrant pain. If gallbladder stones are suspected, which diagnostic test would most likely be requested for this patient?

- a. Abdominal x-ray
- b. Pyelogram
- c. Abdominal ultrasound
- d. Angiogram

c - The recommended test for gallstones is an abdominal ultrasound or abdominal CT scan. Other further tests that can be requested are HIDA scan, MRI or ERCP.

584. The most accurate test to diagnose hypertension is through:

- a. Heart angiogram
- b. Heart echocardiogram
- c. ECG
- d. Sphygmomanometer and stethoscope

d - Hypertension is diagnosed by using a stethoscope and sphygmomanometer. To be accurate, two to three readings on different occasions that are high are required for the patient to be diagnosed as hypertensive.

585. Cholesterol and LDL measurement is recommended for healthy patients at what age?

- a. 35 for men, 45 for women
- b. 35 for women, 45 for men
- c. 45 for men, 55 for women
- d. 45 for women, 55 for men

a - The recommended ages for testing cholesterol and LDL for men and women are 35 and 45. Lipid screening is recommended for all patients with diabetes, hypertension, CAD and coronary equivalents.

586. Which of the following is not a coronary heart disease (CHD) equivalent?

- a. Abdominal aortic aneurysm
- b. Diabetes
- c. Peripheral vascular disease
- d. Thrombophlebitis

d - Abdominal aortic aneurysm, diabetes, peripheral vascular disease and carotid artery disease are CHD equivalents. Thrombophlebitis is not considered a CHD equivalent.

587. If a woman asks at what age should she be screened by mammography for breast cancer, your answer should be?

- a. 30
- b. 35
- c. 40
- d. 50

c - Mammography should be done starting at age 40, then every 2 years. As a screening test, only mammography is proven to lower mortality.

588. When should the Meningococcal vaccine be administered?

- a. age 11
- b. at birth
- c. age 21
- d. age 40

a - Meningococcal vaccine is routinely indicated at age 11. The vaccine is also indicated for adults with the following conditions: asplenia, complement deficiency, dormitory residents, and military.

589. If alcoholism is suspected in a patient, which of the following questions should be asked?

- a. Do you drink heavily?
- b. At what age did you start drinking?
- c. How much do you drink a day?
- d. Have you ever felt you should cut down on your drinking?

d - If you suspect alcoholism in a patient, you should ask the four CAGE questions:

1. Have you ever felt you should cut down on your drinking?
2. Have people annoyed you by criticizing your drinking?

3. Have you ever felt bad or guilty about your drinking?
4. Have you ever had a drink first thing in the morning to steady your nerves or to get rid of a hangover?

The normal cutoff for the CAGE is two positive answers.

590. If a patient asks you how often is the Tetanus vaccine given, your answer should be:

- a. Every year
- b. Every 2 years
- c. Every 5 years
- d. Every 10 years

d - According to CDC, Tetanus toxoid is given to adolescents and adults as a booster shot every 10 years, or after an exposure to tetanus. Tetanus is a serious disease that causes painful tightening of the muscles. It is also referred to as lock-jaw.

591. A chest x-ray is the best initial radiologic test for all forms of pulmonary problems. Which of the following is not a chest x-ray view?

- a. PA
- b. oblique
- c. cross sectional
- d. Decubitus

c - Cross sectional is not a view in chest radiography. The different x-ray views are PA, AP, lateral, decubitus and apical lordotic views.

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 11 -Emergency Procedures and First Aid

592. A patient is describing a contusion of his arm over the telephone to you. Which of the following descriptions would closely describe a contusion?

- a. Blood collecting under the skin without a break in the skin.
- b. A clean cut that has broken the integrity of the skin.
- c. A jagged cut that has broken the integrity of the skin.
- d. A puncture which has pierced the top layers of the skin.

a - A contusion is bruising of the affected area, also known as an ecchymosis.

593. The elderly and very young:

- a. have increased susceptibility to infectious pathogens.
- b. are more sensitive to heat and cold.
- c. have a higher risk of falls.
- d. All of the above.

d - The young and elderly have increased risks for medical emergencies including heat injury, infections, and falls.

594. Which would be the first step when a patient passes out at the front desk?

- a. Call 911.
- b. Initiate CPR.
- c. Shake the patient and ask if he is ok.
- d. Check for a pulse.

c - Any time a patient passes out or appears to be sleeping, shake the patient to see if you can rouse him. Checking for a pulse, calling 911, and initiating CPR would all follow if the patient does not become alert.

595. Which of the following is considered a best practice when preparing the office for emergency situations?

- a. Document all training of employees on emergency situations.
- b. Require all employees to have current CPR certification.
- c. Have a current copy of all MSDS sheets for all chemicals used in the office.
- d. All of the above.

d - Preparing the office for an emergency would include training on emergency procedures, documentation of the training, keeping all employees current on CPR certification, and providing employees with documentation of policies and procedures for emergency situations, including proper health information such as the info provided through MSDS sheets.

596. When performing CPR, at what rate should chest compressions be applied?

- a. 100 per minute
- b. 60 per minute
- c. As quickly as possible.
- d. 200 per minute

a - Chest compressions given during CPR should be done at a rate of 100 compressions per minute.

597. A patient presents to the office with a pencil that has completely penetrated the palm of her hand. Which of the following treatments would be BEST in this situation?

- a. Assist the doctor while she sedates the patient and removes the pencil from her hand.
- b. Have the patient gently pull the pencil out of her hand and assist the physician with stitches.
- c. Wrap a gauze wrap around the pencil, securing it as much as possible until the patient can get to a local emergency room.
- d. Tell the patient to go the local emergency room. With a doctor's order, give the patient some aspirin for the pain.

c - Penetrating wounds that leave behind an object may have broken and then blocked important blood vessels. Removing the object may cause intense bleeding. The patient's wound should be gently wrapped with the object intact. The patient should then be taken to the nearest emergency room to have the object removed.

598. Which acronym would BEST describe the procedure for assessing a patient that appears unconscious?

- a. WBC
- b. QRS
- c. XYZ
- d. ABC

d - The ABC method stands for: Airway, Breathing, Circulation. When encountering a patient who appears unconscious, first assess for adequate airway by performing the "head lift, chin tilt." Next look, listen and feel for breathing. Finally, check for a pulse.

599. A patient is on the telephone stating that her son has just been stung by a bee. Which of the following recommendations is used when dealing with this emergency?

- a. Ask the mother if her son is known to be allergic to bees.
- b. Ask the mother to tell her son to remain calm and still to help slow the spread of venom.
- c. Tell the mother to remove the stinger by scraping at the stinger rather than trying to pull it out.
- d. All of the above are true.

d - Honey bees are known to leave stingers in a patient's body when it has stung. To safely remove the stinger, have the patient scrape at the stinger to avoid unnecessarily adding more venom to the patient's body. Patients should remain calm and still. Patients who are known to have an allergy to bee venom should be treated immediately with an EPI pen or taken to the nearest ER.

600. Which of the following symptoms can occur with a heart attack?

- a. Cyanosis
- b. Syncope
- c. Ashen skin
- d. All of the above.

d - The signs and symptoms of a heart attack can vary from patient to patient. The most commonly reported symptoms are fatigue and anxiety, along with chest, arm, or jaw pain. Cyanosis and syncope can also be observed, along with pallor.

601. The most dangerous time of the day for sunburn is:

- a. between 10am and 2pm.
- b. the early morning hours.
- c. between 2pm and 4pm.
- d. As long as sunscreen is applied once before going into the sun, there is no danger.

a - The sun has the highest potential for causing burns between the hours of 10am and 2pm. Sunscreen, while recommended, does not protect users for the entire day and should be reapplied every couple hours throughout the day.

602. The acronym FAST is used to help responders remember the steps to recognizing which of the following conditions?

- a. Onset of labor in a pregnant woman
- b. Stroke
- c. Heart attack
- d. Migraine

b - The acronym FAST stands for: Face, Arms, Sentence, and Time. Patients that are having a stroke will show asymmetry of the face, will not be able to hold his arms at the same level out to the sides, will not be able to repeat a sentence, and needs to get to the emergency room without wasting time.

603. The Rule of Nines is used to:

- a. determine the amount of the body surface that has been burned.
- b. assess the level of oxygen saturation in a body that has been burned.
- c. determine the level of tissue damage that has occurred in a burn.
- d. None of the above.

a - The Rule of Nines is used to assess the amount of body surface that has been burned. Most body areas are divided out based on 9%, with the exception of the genitalia, which is only 1%.

604. First aid for frostbite includes:

- a. Running cold water over the affected area. Warm or hot water will shock the area and cause more tissue damage.
- b. Run warm water over the area to rewarm the affected area.
- c. Run hot water over the area to warm the area as quickly as possible.
- d. Cover the area with a blanket, using a heating pad if the blanket isn't warm enough.

b - Frostbite is dangerous because it can take away a patient's ability to accurately assess the temperature of water that is used to treat it. This could result in potential burns, making the frostbite even more dangerous. Warm water should be used to warm the area. Medical assistance is necessary if the tissue appears to be necrotic.

605. A patient is having a grand mal seizure. Which of the following would be appropriate when performing first aid?

- a. Place a tongue depressor in the patient's mouth so he does not swallow his tongue.
- b. Restrain the patient in the event his thrashing movements cause him to harm himself.
- c. Move the patient to an open area where he will be less likely to harm himself while convulsing.
- d. Shake the patient until he becomes responsive.

c - Patients having seizures may or may not convulse and have thrashing movements. Those that are convulsing and thrashing should be moved to an open area where they can remain safe until the seizure subsides. Never place anything into a patient's mouth. Swallowing the tongue is anatomically impossible.

606. You witness an automobile accident on the way to work. Which of the following would be an indication that a patient has experienced head trauma?

- a. bleeding from the rectum
- b. extreme hunger
- c. Vomiting
- d. rapid pulse rate

c - Vomiting is a sign that the patient may have experienced a concussion. Patients that are nauseous after an accident should be evaluated immediately by an emergency professional.

607. Improper placement of the hands under the rib cage when performing the Heimlich maneuver could result in:

- a. damage to the manubrium of the sternum.
- b. damage to the coccyx.
- c. a broken xiphoid process.
- d. None of the above is possible, even with improper hand placement.

c - The xiphoid process is located at the inferior aspect of the sternum. If the hands are placed too close to this process and pressure is applied, the process can break off and damage internal organs.

608. Which type of shock is related to low blood volume?

- a. Psychogenic
- b. Cardiogenic
- c. Anaphylactic
- d. Hemorrhagic

d - Hemorrhagic or hypovolemic shock are the result of major blood loss.

609. A common fracture found in children that exhibits a bending of the bone with a partial break is a:

- a. Compound fracture
- b. Comminuted fracture
- c. Greenstick fracture
- d. Colles' fracture

c - Greenstick fractures are the result of a bone bending and partially breaking just as a green stick from a tree would exhibit if one was to try to break it in half.

610. A patient reports that she was out in the sun for several hours the day before. She now has a burn that covers her back. The burn does not show signs of blistering, but is warm to the touch and very painful. It appears that the burn affects her epidermis. Which of the following is the most logical diagnosis?

- a. First degree burn
- b. Second degree burn
- c. Third degree burn
- d. Fourth degree burn

a - First degree burns usually do not blister and affects only the epidermal layer of the skin. Second degree burns will affect both the epidermis and dermis, while third degree burns will also blister.

611. A patient is bleeding profusely from an injury near her wrist. Which of the following first aid procedures would be MOST appropriate?

- a. Place a tourniquet on her arm above the injury.
- b. Place pressure on her brachial artery.
- c. Place pressure on her radial nerve.
- d. Cover the bleeding area with wet towels.

b - Applying pressure to the brachial pulse point will slow the bleeding coming from the injury. Tourniquets should not be used as they could potentially inhibit blood flow to the area which could lead to necrosis of the surrounding tissue.

612. Which of the following safety suggestions would apply to the use of the AED?

- a. Do not use on the chest area.
- b. Do not use in water.
- c. Do not use on females with documented heart conditions.
- d. None of the above are applicable to the AED.

b - The AED will initiate an electrical charge which is intended to stop the heart. When this charge is launched with a patient that is lying in water could send the shock out to responders.

613. Patients that are exhibiting signs of cyanosis will:

- a. show signs of hyperoxia.
- b. will have increased O2 saturation.
- c. will have blood levels of CO2 that are higher than O2 levels.
- d. None of the above.

c - Cyanosis is defined as a condition of being blue. This condition occurs when patients are having difficulty oxygenating their tissues. Blood gas chemistry results will show low blood oxygen levels and high CO2 levels.

614. The medical term, "diaphoresis," means:

- a. Profuse vomiting
- b. Profuse sweating
- c. Gasping for air
- d. None of the above.

b - Diaphoresis is a medical term meaning, "profuse sweating," and is often associated with emergency situations such as heart attacks or diabetic episodes.

615. When would chest thrusts be performed in an emergency situation?

- a. When performing CPR to initiate cardiovascular circulation.
- b. When assessing responsiveness of an unconscious patient.
- c. When assisting a pregnant woman who is choking.
- d. None of the above examples indicate the need for chest thrusts.

c - To properly attempt to dislodge solid materials from the airway of a pregnant woman, chest thrusts are used in lieu of abdominal thrusts. Chest thrusts, while not as effective as abdominal thrusts, will reduce the risk of harming the fetus.

616. When receiving CPR certification through the American Heart Association at the healthcare provider level, how often is recertification necessary?

- a. Annually
- b. Biannually
- c. Every two years
- d. Certification is a one-time training and the credential is good for the life of the certificant.

c - CPR certification should be renewed every two years to ensure that providers are kept up to skill and are aware of new trends and procedures related to resuscitation.

617. A 56 year old female complained of dizziness, weakness and diaphoresis. The patient is a known diabetic. You took the patient's blood sugar and it showed hypoglycemia. What is the next best step?

- a. Give her Nitroglycerin
- b. Give juice, candy or soda
- c. Assess the patient's airway
- d. Perform ECG

b - In diabetic emergencies, such as hypoglycemia, giving a sugar source is the next best step. A sugar source can be a juice, candy or soda.

618. A patient was stung by a bee while on a camping trip. After 30 minutes, she complained of wheezing and hives. Most likely, the patient has:

- a. Asthma
- b. Shock
- c. Anaphylaxis
- d. Stroke

c - Anaphylaxis is a life-threatening allergic reaction to an allergen. Symptoms of anaphylaxis include: shortness of breath, hives, itchiness, swelling, chest discomfort, nasal congestion, abdominal discomfort, dizziness.

619. You found a patient lying on the ground. As a medical assistant, what is the first step to determine if the patient needs CPR?

- a. Check chest compressions
- b. Check the carotid pulse
- c. Confirm if the patient is unconscious
- d. Give mouth to mouth resuscitation

c - If a person has collapsed, check if the person is unconscious. Gently shake the patient and shout, "Are you okay?" If there is no response, call for help. Call 911 or your local emergency number.

620. A patient was brought to the emergency room because of slurring of speech and weakness of the right arm. Six hours after, the patient feels normal. What is the condition of this patient?

- a. Stroke
- b. TIA
- c. Myocardial infarction
- d. subarachnoid hemorrhage

b - A transient ischemic attack (TIA) is when blood flow to a part of the brain stops for a brief period of time. A person will have stroke-like symptoms for up to 24 hours.

621. A patient presents with a rapid and weak pulse, shallow breathing, hypotension and cold and clammy skin from a gunshot wound. What is the condition of this patient?

- a. Hemorrhage
- b. Shock
- c. Stroke
- d. Heart attack

b - The patient's presentation is hypovolemic shock due to massive blood loss. The patient presents with rapid and weak pulse, shallow breathing, hypotension and cold and clammy skin.

622. A 55 year old male patient presents with symptoms of diaphoresis and chest pain more than 30 minutes, not relieved by analgesics. What condition should be suspected in this patient?

- a. Pneumonia
- b. Stroke
- c. Myocardial infarction
- d. Pneumothorax

c - Patients that are middle age and having chest pains suggesting of heart in origin, the next best step is to do an ECG and rule out myocardial infarction or heart attack. Other causes of chest pain should also be ruled out.

623. The doctor ordered the medical assistant to apply RICE to the patient with a sprain. Which of the following is not a RICE application?

- a. Rest the injured part
- b. Put ice on the affected areas
- c. Conditioning
- d. Elevate the affected area

c - A sprain is a stretch or a tear of a ligament. Application of "RICE" is appropriate for sprains. RICE refers to Rest, Ice, Compress and Elevate. From the choices, conditioning is not part of RICE.

624. A patient was brought to the clinic because of a burn on the right hand. The site has blistered red appearance with edema. What is the classification of the patient's burn?

- a. Superficial
- b. Partial thickness
- c. Full thickness
- d. 3rd degree

b - Second degree burns or partial thickness burns are painful and develop blisters. The site should be immersed in cool water and a sterile dressing applied.

625. A 65 year old female was brought to the emergency room because of high fever, hypotension, tachypnea and cold, clammy skin. The patient has severe pneumonia. What type of shock does the patient have?

- a. Septic shock
- b. Neurogenic shock
- c. Cardiogenic shock
- d. Anaphylactic shock

a - The patient has life-threatening condition called septic shock caused by an overwhelming infection. Shock is caused by decrease in oxygen and leads to low blood pressure, weak pulse, increased respiratory rate, cold, clammy skin and anxiety.

626. A 28 year old man cut himself with a knife while slicing a rack of ribs. To control the patient's hemorrhage, the initial step is to:

- a. Apply a tourniquet below the site
- b. Immobilize the part
- c. Apply direct pressure
- d. Give topical antibiotic

c - The initial step in a bleeding patient is to prevent the patient from bleeding further by applying direct pressure on the site. Applying a tourniquet below the site will not stop the bleeding. The part should be elevated.

627. If a patient is choking and cannot speak or breathe, what should be done?

- a. Give the patient water to push the obstruction
- b. Give chest compressions
- c. Do the Heimlich maneuver
- d. Begin CPR

c - If the patient cannot speak, cough or breathe, performing the Heimlich maneuver is the next best step. If the person is sitting or standing, stand behind him or her. Form a fist with one hand and place your fist, thumb side in, just below the person's rib cage in the front. Grab your fist with your other hand. Give quick inward and upward thrusts.

628. If a patient complains of dizziness and is about to faint, what steps should be taken?

- a. Ask the patient stand and do light exercise
- b. Give the patient soda or sugary drink
- c. Sit the patient with the head lower than the heart
- d. Do chest compressions

c - The next best step is to sit the patient with the head lower than the heart, loosen the patient's clothing, apply a cool cloth to the head and pass ammonium salts under the nose.

629. Which of the following is not recommended when assessing emergency cases?

- a. Call 911
- b. Use the ABC method to assess the patient
- c. Move the patient and transfer to a chair or bed
- d. Look for alert tags

c - In evaluating emergency cases, unless the patient is in harm's way, do not move the patient. The patient can have a spinal cord injury and moving the patient can inflict more damage to the patient.

630. Which of the following medications is used for anaphylaxis?

- a. Adenosine
- b. Epinephrine
- c. Lasix
- d. Narcan

b -Epinephrine is the medication of choice in the first-aid treatment of anaphylaxis. Epinephrine reverses the effects of anaphylaxis on the heart, lungs, skin and skeletal muscles.

631. A 45 year old male was brought to the clinic because of chest pain. The patient has a history of hypertension and heart disease. Which medication should the patient take to relieve his chest pain?

- a. Nitroglycerin
- b. Adrenalin
- c. Insulin
- d. Advil

a - Nitroglycerin is used to treat angina pectoris in patients who have coronary artery disease. Nitroglycerin is a vasodilator. It works by relaxing the blood vessels so that more blood and oxygen can flow through the heart.

632. A 7 year old boy tripped and fell with an outstretch arm. This injury would most likely result in a _____.

- a. Colle's fracture
- b. Spiral fracture
- c. Greenstick fracture
- d. Rickets

a -The most common cause of a Colle's fracture or distal radius fracture is a fall onto an outstretched arm. A fracture of the distal radius happens when the area of the radius near the wrist breaks.

633. A patient came in with a big piece of her skin and soft tissues still hanging like a flap. This wound injury is referred to as a _____.

- a. contusion
- b. laceration
- c. abrasion
- d. avulsion

d - An avulsion is a serious soft-tissue injury. It occurs when a section of the soft tissue is partially torn away, leaving a flap of skin hanging from the body.

634. A 7 year old girl falls while riding her bicycle. She complains of scratches and small cuts on her skin. What type of wound does she have?

- e. Avulsion
- a. Contusion
- b. Abrasion
- c. Laceration

c - An abrasion is the rubbing away or scraping of the skin surface by friction against another rough surface. Abrasions are superficial wounds, thus there is not much bleeding.

635. A 20-year-old man is brought to the emergency department with confusion and severe thirst. He is a known diabetic. He mentions that he ran out of insulin 3 days ago. His blood sugar is elevated at 450 mg/dl, and his urinalysis showed ketones. What is the most likely diagnosis of the patient?

- a. Hypoglycemia
- b. Shock
- c. Diabetic Ketoacidosis
- d. Diabetes insipidus

c - Diabetic Ketoacidosis or DKA is a severe diabetic complication that occurs when the body produces high levels of ketones in response to lack of enough insulin. Without insulin, glucose builds up in the blood. Since the body is unable to utilize sugar for energy, it breaks down fat instead. When this occurs, ketones are produced as an alternative source of fuel.

636. A 21 year old patient came in complaining that he had been exposed to poison ivy. What initial step should be taken?

- a. Call 911
- b. Rinse the affected area immediately with copious amount of water
- c. Apply antibiotic cream right away
- d. Call poison center and ask for antidote

b - The initial treatment for someone who has recently been exposed to Poison Ivy includes rinsing the affected area with generous amounts of water to flush the resin. Cleaning the clothing that may have come into contact with the plant should be done next.

637. A new medical assistant was asked to check for the pulse of a 10 month old baby. What pulse site should the medical assistant use to check for the pulse of this baby?

- a. Radial
- b. Brachial
- c. Carotid
- d. Femoral

b - The recommended pulse site to check for circulation in an infant is the brachial pulse. The brachial pulse is located in the inner aspect of the upper arm.

638. A 56 year old man was brought to the emergency room because of chest pain. An ECG was done and a heart attack was ruled out. Angiography was done and the results showed 40 percent block in his coronary arteries. This condition is called:

- a. Myocardial infraction
- b. Congestive heart failure
- c. Myocardial ischemia
- d. Cardiomegaly

c - Myocardial ischemia refers to an insufficient blood flow to the heart muscles, resulting in chest pain. If left untreated, it can result to a heart attack or myocardial infarction.

639. A child was brought to the emergency room because of burns from boiling water. The patient's whole left leg was burnt. What is the estimated percentage according to the rule of nines?

- a. 9 %
- b. 18%
- c. 1%
- d. 14%

d - According to the rule of nines, in a child, each lower extremity is 14%. Here are the proportions for the rest of the body: 9% for each arm, 18% for head, 18% for front torso, 18% for back torso and 1% for the genitalia.

640. A 5 year old boy was brought to the clinic because he fell on his right arm, injuring his elbow. The radiologist described the fracture as one side of the bone being bent and the other side broken. What type of fracture is this?

- a. Greenstick fracture
- b. Comminuted fracture
- c. Impacted fracture
- d. Spiral fracture

a - A greenstick fracture occurs when a bone bends and cracks, instead of breaking completely into separate pieces. This type of broken bone most commonly occurs in children because their bones are softer and more flexible than adults.

641. A 23 year old soldier was brought to the emergency room because of massive bleeding from a gun-shot wound. In assessing this emergency patient, ABC refers to:

- a. Application, Breathing, CPR
- b. Airway, Bleeding, Compressions
- c. Alert, Breathing, Cardiac
- d. Airway, Breathing, Circulation

d - ABC refers to: Airway, Breathing, Circulation. ABC is an acronym to aid in remembering the initial steps in performing CPR - Open the airway, check the breathing and pulse.

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 12 - Pharmacology

642. Category A drugs include those that: (Choose the BEST answer.)

- a. can be safely taken during all three trimesters of pregnancy according to results from adequate and controlled animal and human studies.
- b. have been proven to be dangerous when taken during all three trimesters of pregnancy according to results from adequate and controlled animal and human studies.
- c. have a high potential for abuse.
- d. have a low potential for abuse.

a - Pregnancy category ratings place drugs in one of five categories depending on the potential risk to the fetus from the drugs. Category A is the safest category for drugs.

643. Drug schedules:

- a. relate to controlled substances.
- b. are based on the potential for abuse.
- c. are scheduled in five categories with Schedule I being the most dangerous.
- d. All of the above.

d - Drug schedules place controlled substances in categories based on the potential for abuse. Category I drugs have the most potential for abuse while Category V have the lowest.

644. If a doctor's order calls for the administration of 500 mg of medication, how many grams should be given?

- a. 500
- b. 50
- c. 0.5
- d. 5

c - One gram is equal to 1000 milligrams. Giving 500 milligrams of medication would equate to 0.5 grams of the same medication.

645. Which of the following medications would be given to treat vomiting?

- a. Simvastatin
- b. Acetaminophen
- c. Lisinopril
- d. Promethazine

d - Phenergan (promethazine) is an antiemetic prescribed to treat nausea and vomiting.

646. A patient has been diagnosed with an irregular heartbeat. Which of the following medications would be prescribed to treat this condition?

- a. Antiarrhythmic
- b. Antipsychotic
- c. Cathartic
- d. Antiseptic

a - Antiarrhythmic medications are prescribed to treat conditions where the heart is beating irregularly.

647. Which of the following drugs would be used to treat GERD?

- a. Claritin
- b. Nexium
- c. Nuprin
- d. Celebrex

b - Nexium is a medication used to control acid secretions of the stomach and can help to decrease the symptoms of acid reflux.

648. Of the following medications, which is not used to treat depression?

- a. sertraline hydrochloride
- b. paroxetine hydrochloride
- c. Citalopram
- d. Nifedipine

d - Zoloft (sertraline hydrochloride), Paxil (paroxetine hydrochloride), and Celexa (citalopram) are all prescribed to treat depression. Procardia (nifedipine) is a calcium ion influx inhibitor and is used to treat pathology of the coronary circulation.

649. Which of the following formulas would correctly solve a dosage calculation problem?

- a. $(\text{Ordered dosage} / \text{Dosage On hand}) * \text{Amount of Drug} = \text{Dosage to be given}$
- b. $(\text{Dosage on hand} / \text{Ordered dosage}) * \text{Amount of Drug} = \text{Dosage to be given}$
- c. $(\text{Amount of Drug} / \text{Ordered dosage}) * \text{Dosage on hand} = \text{Dosage to be given}$
- d. None of the above are correct.

a - To accurately calculate dosages, use the formula $(\text{Ordered dosage} / \text{Dosage on hand}) * \text{Amount of drug} = \text{Dosage to be given}$. Amount of drug is the number of capsules, pills, or milliliters necessary to give the dosage on hand.

650. Which of the following agencies would be responsible for monitoring the use of controlled substances?

- a. CDC
- b. DEA
- c. AMA
- d. FDA

b - The Drug Enforcement Agency has federal jurisdiction over controlled substances that are prescribed in the medical office.

651. A medical assistant is going to give a subcutaneous injection. Which of the following is TRUE concerning this procedure?

- a. No more than 2 ml of medication should be injected using the subq method.
- b. The angle of the needle should be 90 degrees.
- c. The injection can be given in the antecubital space.
- d. The needle length should be greater than one inch.

a - Subcutaneous injections are given in the fatty layer of the skin at a 45 degree angle. This injection procedure is used for medications that do not exceed 2 mls. The upper, outer arm is the most common area for this type of injection.

652. Complete the following analogy: The smaller the lumen of a needle,

- a. the larger the opening of the needle.
- b. the larger the gauge of the needle.
- c. the more pain that is produced from the injection.
- d. the more medication that can be administered at once.

b - Needle gauge is determined by the size of the lumen. The larger the size of the lumen, the smaller the gauge size. A 16 gauge needle has a larger lumen than a 21 gauge needle.

653. A doctor's order is written to give a patient a medication using a non-parenteral route. Which of the following is a non-parenteral route of medication administration?

- a. Rectal Suppository
- b. Intracardiac
- c. IV drip
- d. IM injection

a - Parenteral medications are given through routes other than the GI tract. Non-parenteral medications are injected or given through the skin or mucous membranes.

654. A patient is morbidly obese. Which of the following needles would be best to give an IM injection in the deltoid?

- a. 25 gauge 5/8 inch
- b. 27 gauge 1/2 inch
- c. 21 gauge needle 1 1/2 inches
- d. 16 gauge needle 3 inch

c - Medications that are to be administered by the intramuscular method are intended to be delivered to muscle tissue. Patients whom are obese will have a larger area of subcutaneous tissue covering the muscles. Using a longer needle will ensure the medication is delivered in the proper area. However, a needle that is too long could

damage bones, nerves, and other anatomical structures.

655. When giving an injection of insulin, which of the following is TRUE?

- a. The deltoid muscle is the preferred injection site for insulin.
- b. The angle of the needle should be 90 degrees.
- c. The site should not be massaged after medication administration.
- d. All of the above are true.

c - Insulin injections are given subcutaneously. The site should not be massaged after administration as the medication needs to distribute slowly.

656. When giving a patient eye drops,

- a. the proper medical term for this procedure is, "Instillation."
- b. Pull the lower eye lid down and place the drops in the conjunctival space.
- c. Allow the patient to blink a few times after administration to help distribute the medication.
- d. All of the above.

d - Proper instillation of eye medication is to place the drops in the conjunctival space and allow the patient to blink after instillation to distribute the medication.

657. Buccal administration of medications:

- a. should be done under the tongue.
- b. are done to allow controlled dosing through the mucosa.
- c. are best to use in small children.
- d. All of the above.

b - Buccal administration methods are used to control the flow of medication through the mucosa of the cheek in the inner mouth. Monitoring this process in small children is difficult as infants and toddlers may swallow the medication.

658. ID injections are used for which of the following procedures?

- a. Allergy testing
- b. TB testing
- c. Drug sensitivity testing
- d. All of the above.

d - The intradermal route of medication administration is used to test for allergies, test for exposure to tuberculosis bacteria, and to monitor sensitivity to reaction-inducing medications.

659. A medical assistant is applying a transdermal patch. Which of the following procedures should the MA use and why? (Choose the BEST answer.)

- a. The MA should use gloves to protect herself from getting the medication on her hands when applying the patch.
- b. The MA should tell the patient to change the patch as many times as necessary if it appears to be falling off.
- c. The MA should place the patch in an area that the patient cannot reach to avoid the temptation for the patient to pick at the patch and have it fall off.
- d. The MA should instruct the patient to contact the office each time the patch is changes.

a - Transdermal patches contain medication that is intended to slowly be absorbed through the patient's skin. Medical Assistants should wear gloves or wash hands thoroughly after applying the patch to avoid absorbing some of the medication.

660. A doctor orders 50 mg of a medication. The available dose is 5 mg/2 ml. How much medication should be given to the patient?

- a. 20 mg
- b. 5 ml
- c. 20 ml
- d. 10 ml

c - The patient should be given 20 milliliters of the medication as each milliliter contains 2.5 mg of medication.

661. Clark's Rule:

- a. is based on BSA.
- b. uses the child's weight and height.
- c. uses a nomogram.
- d. uses a child's weight and assumes the child's weight and height are in proportion.

d - Clark's Rule is a method of calculating children's dosages based on a child's weight. This rule assumes that the child's weight and height are in proportion and uses the weight of 150lbs as the adult average weight.

662. This is the part of the prescription form that indicates the names and quantities of ingredients to be included in the medication.

- a. Inscription
- b. Superscription
- c. Subscription
- d. Rx

a - Several different pieces of information are necessary on a prescription pad. The inscription is the portion of the form that indicates the ingredients to be used in the medication.

663. To ensure that verbal orders for medications are recorded accurately,

- a. the medical assistant should read the order back to the physician.
- b. the medical assistant should ask for clarification on any misunderstood information.
- c. the medical assistant should write down the order exactly as written.
- d. All of the above.

d - Taking verbal orders introduces the potential for errors. Medical assistants can reduce the chance for errors by writing the orders down exactly as heard, repeating the order back to the physician, and asking for clarification.

664. If a medication order states that 300 mg of medication are to be given q.i.d. for 10 days, how many total milligrams of medication will be given over those 10 days?

- a. 3000 mg
- b. 9000 mg
- c. 12000 mg
- d. None of the above.

c - The abbreviation q.i.d. means four times per day. Three hundred milligrams times four times per day times 10 days is equal to 12,000 mg.

665. A doctor orders 500 mg of medication. Available in stock are one gram tablets. How many tablets should be given to the patient?

- a. One
- b. Two
- c. One half
- d. Three quarters

c - The first step is to convert milligrams to grams. It takes one thousand milligrams to make one gram, so divide 500 by 1000. The result is 0.500 grams. 0.5 grams is one half of 1 gram. Therefore one half of a tablet should be given.

666. To most accurately measure medication,

- a. Use a syringe that is closest in volume to the amount of medication needed.
- b. Read oral medication volume that is poured into a small measuring cup at eye level.
- c. Double check the order for accuracy.
- d. All of the above.

d - Measuring medication is a responsibility of a medical assistant that requires attention to detail. Accurate syringe measurements are most effective when the volume of medication closely matches the total volume of the syringe without going over. Reading measuring cups at eye level ensures that the measurement is taken straight on, which reduces the chance for reading errors.

667. The form of a drug when a drug is sweetened and flavored but is thinner than syrup:

- a. elixir
- b. liniment
- c. spirits
- d. tincture

a - An elixir is a drug that is sweetened and flavored; however, it is thinner than syrup. The active ingredients of elixir are mixed with a liquid, usually a kind of syrup or alcohol, in which they can dissolve.

668. The study of harmful substances or “poisons” is classified as:

- a. Pharmacodynamics
- b. Pharmacopoinology
- c. Toxicology
- d. Pharmacotherapeutics

c - Toxicology is a branch of pharmacology concerned with the study of the adverse effects of chemicals on living organisms. It is the study of symptoms, mechanisms, treatments and detection of poisoning.

669. When a drug is used externally with massage to produce the feeling of heat to the area, the form of drug is:

- a. liniment
- b. elixir
- c. lotion
- d. solution

a - Liniment is a form of a drug is used externally with friction to produce the feeling of heat to an area. It is a liquid that is rubbed on the skin to relieve pain or stiffness in the muscles.

670. The classification of drugs that prevent or stop the patient from further bleeding are:

- a. anticoagulants
- b. diuretics
- c. hemostatics
- d. antiarrhythmics

c - Hemostatics are drugs that prevent or stop the patient from further bleeding. Hemostasis is achieved through 3 mechanisms that work together to stop the flow of blood: vasoconstriction, platelet plug formation and clotting of blood.

671. Which of the following is NOT included in the 6 rights of drug administration?

- e. right dose
- a. right time
- b. right route
- c. right doctor

d -The 6 rights of drug administration are: right medication, right route, right time, right patient, right dosage, right documentation. Right doctor is not one of the 6 rights of drug administration.

672. How a drug is processed and cleared in the body is referred to as:

- a. metabolism
- b. antagonism
- c. distribution
- d. synergism

a - Metabolism is the conversion of one chemical compound into another. Most drug metabolism occurs in the liver. The result of drug metabolism is to make the drug less active and less toxic or harmful.

673. The prefix "centi" means:

- a. one hundredth of a unit
- b. one thousandth of a unit
- c. one millionth of a unit
- d. one tenth of a unit

a - Centi is a prefix that is a factor of one hundredth. It is written as 0.01.

674. The part of the prescription that tells you if the drug can be replaced by the pharmacist:

- a. Repetatur
- b. Dispense As Written (D.A.W.)
- c. Subscription
- d. Signature

b - If the doctor writes the prescription and does not mark the DAW box, the pharmacist can substitute a generic version of the drug. This can save the patient money, while still providing the patient with medication equivalent to the prescription.

675. This injection technique or route of administration is performed at an angle of 90 degrees:

- a. subcutaneous injection
- b. intravenous injection
- c. intramuscular injection
- d. intradermal injection

c - Intramuscular (IM) injections are inserted at a 90 degree angle. Examples of IM drugs are: HPV, Tetanus Diphtheria, Hepatitis A and B.

676. If the medication is supposed to be given q6, how many times will you give the medication to the patient in a day?

- a. 4
- b. 5
- c. 3
- d. 6

a - The abbreviation q6 refers to every 6 hours. If the medication is to be given every 6 hours, then it should be given 4 times in a span of 24 hours.

677. The prescription signature: “ss tab TID x 14 d” means:

- a. 1/2 tablet three times a day for 14 days
- b. 1/2 tablet every 3 hours for 14 days
- c. 1/2 tablet every 6 hours for 14 days
- d. 1/2 tablet four times a day for 14 days

a - The signature “ss tab TID x 14 d” means take ½ tablet three times a day for 14 days. The signature of the prescription tells the patient directions on how to take the drug.

678. This injection or route of administration is usually given during PPD:

- a. subcutaneous injection
- b. intravenous injection
- c. Intramuscular injection
- d. intradermal injection

d - PPD injections for diagnosis of Tuberculosis is performed using the intradermal injection technique. intradermal injection is the injection of a small amount of fluid into the dermal layer of the skin

679. The part of the prescription that gives the refill information:

- a. Inscription
- b. D.A.W.
- c. Signature
- d. Repetatur

d - Repetatur is the part of the prescription that tells the pharmacist if the medication can be refilled or not. It also gives information on how many times it can be refilled.

680. The abbreviation "s.o.s" means:

- a. At night
- b. Immediately
- c. If necessary
- d. By mouth

c - In prescription writing, s.o.s. means "if necessary". Stat means "immediately", h.s. means "at night" and p.o. means "by mouth".

681. What abbreviation means "drops"?

- a. s.c.
- b. p.c.
- c. h.s.
- d. gtt

d - The abbreviation for drops is "gtt"; subcutaneous is "s.c.", at night is "h.s.", and after meals is "p.c."

682. A physicians' prescription ordered 120 mg per day of a medication for a patient. The patient is to take one-half the dose in the morning and one-half in the evening. The medication comes only in 30mg tablets. How many tablets will the patient take combined in one day?

- a. 6
- b. 8
- c. 4
- d. 2

c - The patient will take two tablets, totaling 60 mg in the morning and two tablets, totaling 60 mg in the evening. That will be a combined total of 4 tablets in one day.

683. Used therapeutically, certain medications reduce anxiety in certain stress disorders, relieve insomnia and aid in pain relief. Which of these would not?

- e. Depressants
- a. Barbiturates
- b. Tranquilizers
- c. Hallucinogens

d - Hallucinogens excite the central nervous system. Depressants, barbiturates and tranquilizers depress the central nervous system and can be used for brief periods of time under the care of a physician.

684. Medication, when applied to a patch that is affixed to the patient's skin, is called:

- e. Buccal
- a. Transdermal
- b. Topical ointment
- c. Mantoux test

b - Transdermal drug delivery is a method of applying a drug to unbroken skin. Absorption is continuous and enters the bloodstream through the skin. Transdermal patches are applied to a clean, dry, and hairless area of the skin.

685. What is another name for a prefilled syringe?

- a. Flange
- b. Insulin syringe
- c. Tuberculin syringe
- d. Cartridge

d - A cartridge, or prefilled, syringe, is a sterile disposable syringe. The needle units are manufacturer-packaged and contain a single dose of medication. They are ready for administration.

686. To calculate doses, what is the pediatric method for calculation based on infants younger than 2 years old?

- e. Clark's Rule
- a. Nomogram
- b. Fried's Rule
- c. Young's Rule

c - Fried's Rule is based on the age of the child (infant) in months and used when calculating doses in an infant less than 2 years old. Estimate the dose of medicine by multiplying the adult dose by the child's age in months and then divide the product by 150.

687. Before you prepare any medication to be administered to a patient, you should:

- a. Ask the patient how he or she would like to receive the medication
- b. Ask if the patient is allergic to any medication
- c. Ascertain the patient's comfort level and ability to receive medication
- d. Check the medication three times before administering it

b - Ask if the patient is allergic to any medication. Before you prepare the medication, the medical assistant must always ask the patient if he or she is allergic to any medications. If allergic to the specific drug or that drug category, alert the physician so that an order for an alternative medication can be ordered.

688. Your patient has been placed on two different medications. Your patient is not improving and the physician discovered that one drug decreased the effect of the other. What is this drug interaction called?

- a. Potentiation
- b. Antagonism
- c. Side effect
- d. Pharmacokinetics

b - This interaction occurs when the effect of one drug decreases the effect of another. The possibility of an antagonism occurring makes it absolutely necessary to obtain a current and accurate list of medications.

689. The study of drug action as it moves in the body:

- a. Pharmacodynamics
- b. Pharmacokinetics
- c. Pharmacology
- d. Cumulative effect

b - As drugs move through the body, the main action terms associated with this movement include absorption, distribution, metabolism and excretion.

690. Which of the following is a prophylactic drug?

- a. Corticosteroids
- b. Compazine
- c. Amoxicillin
- d. Hepatitis B vaccine

d - Prophylactic drugs help to prevent disease and certain conditions. When vaccines are administered, a number of diseases can be prevented. Some examples are human papillomavirus, tetanus, measles, mumps, rubella and varicella.

691. Your patient is displaying signs and symptoms of chronic anxiety. Which type of drug might be appropriate?

- a. Diazepam
- b. Ritalin
- c. Testosterone
- d. Amoxicillin

a - Antianxiety drugs produce central nervous system depression. Drugs such as Diazepam (Valium), alprazolam (Xanax) and lorazepam (Ativan) are considered antianxiety drugs.

692. Some drugs come from a plant source. An example of one of these drugs would be:

- a. Humulin
- b. NSAIDS
- c. Demerol
- d. Codeine

d - Drugs from plant sources include codeine, morphine, and paregoric. These are derived from the opium poppy plant. Plants, minerals, animal proteins, synthetics and semisynthetics are some of the drugs that come from many sources.

693. In terms of the administration of medication, what does “contraindication” mean?

- a. A condition in which a drug should never be used
- b. The interaction between two drugs that work together
- c. Anaphylaxis
- d. Cumulative effect

a - A condition in which a drug should never be used. An example is when certain drugs are contraindicated in patients who are pregnant if the medication could cause birth defect.

694. Any refrigerator or freezer used for vaccine storage must:

- a. Be a special unit inspected by the National Vaccine Center every year
- b. Be located in a locked room with no heater vents
- c. Be dedicated to the storage of only vaccines and medications
- d. Ensure the maintenance of the cold chain

c - A refrigerator or freezer must be dedicated to the storage of only vaccines or medications. It must be able to maintain required vaccine storage temperatures year-round and have a certified calibrated thermometer inside at all times and checked daily. DO NOT store food or beverages in the same unit as vaccines and medications.

695. A 5 year old boy has ear infection. He has fever and otalgia. To address his fever, the recommended medication is:

- a. Antibiotic
- b. Antipyretic
- c. Anesthetic
- d. Anti-anginal

b - Antipyretic medications reduce body temperature. Pyrexia is the medical term for raised temperature.

696. The nurse is contemplating if she would request an oral medication or parenteral medication from the physician. What is a disadvantage of the oral route?

- a. It is easily taken by the patient.
- b. It is not the fastest absorption route into the blood stream.
- c. It is considered safest because medications can be retrieved easily than other routes.
- d. It does not require special devices or equipment.

b - The oral route is not the fastest way to absorb medications to the blood stream. The fastest route is the intravenous route.

697. Some medications have special coating to protect them from the acidity of the stomach and that allows them to pass the small intestines for absorption. This is referred to as:

- a. Slow-release coated medications
- b. Double-coated medications
- c. Enteric-coated medications
- d. Rapid-response medications

c - Enteric coated medications have special coating to protect them from the acidity of the stomach and that allows them to pass the small intestines for absorption. The term enteric refers to the small intestines.

698. A lotion is an example of what type of drug administration?

- a. Parenteral
- b. Intradermal
- c. Topical
- d. Enteral

c - Topical medications are applied to the epidermis and mucous membranes. Some examples of topical medications are: creams, lotions, ointments and patches.

699. A patient was diagnosed with pneumonia, and is coughing continuously. The doctor advised the patient to take Robitussin. What is the classification of Robitussin?

- a. Antitussive
- b. Anti-inflammatory
- c. Antibiotic
- d. Analgesic

a - Robitussin is classified as an antitussive. Antitussives decrease the cough reflex.

700. The mother of an 8 year old gave her son Calamine lotion because he was complaining of itchiness. This medication is classified as a(n):

- a. Adrenergic
- b. Antiemetic
- c. Analgesic
- d. Antipruritic

d - Antipruritics relieve itching. It is used for skin disorders and allergies. Medications that are antipruritics are: calamine lotion and hydrocortisone.

701. What is the recommended immunization for a baby who was just born?

- a. Hepatitis B
- b. Flu shot
- c. Measles
- d. Pertussis

a - The recommended immunization schedule for a newborn is to administer Hepatitis vaccine (HepB) to all newborns prior to hospital discharge. The second dose should be administered at age 1-2 months.

702. The vaccine DTaP refers to:

- a. Diphtheria, Tuberculosis, Pertussis vaccine
- b. Diabetes, Tetanus, Pneumonia
- c. Diphtheria, Tetanus, Pertussis vaccine
- d. Diabetes, Tuberculosis, Pneumonia vaccine

c - The DTaP vaccine protects the child against three diseases: Diphtheria, Tetanus and Pertussis. Children should get 5 doses before age 7. These doses are administered at ages 2, 4, 6 and 15-18 months, and 4 - 6 years of age. The 4th dose may be given as early as 12 months of age.

703. The physician wrote on the prescription "Take Penicillin 1 tablet qid." The abbreviation "qid" means:

- a. Two times a day
- b. Three times a day
- c. Four times a day
- d. Orally

c - The abbreviation qid refers to four times a day. The abbreviation qid or q.i.d. is also sometimes written as QID.

704. The pharmacist should look for which number on the prescription to determine if the prescriber is licensed to prescribe controlled substances?

- a. DEA number
- b. Medical license number
- c. Prescription number
- d. PRE number

a - DEA number is a number assigned to a health care provider by the U.S. Drug Enforcement Administration (DEA) allowing them to write prescriptions for controlled substances. The DEA number is encoded by two alphabetical letters followed by a seven digit number.

705. A 52 year old male is requesting a medication for his erectile dysfunction. Which medications would most likely be prescribe by a physician?

- a. Sildenafil
- b. Gabapentin
- c. Azithromycin
- d. Simvastatin

a - Sildenafil is the generic name of Viagra. It relaxes smooth muscles and increases blood flow to the penis. Sildenafil is used to treat erectile dysfunction (impotence) in men.

706. Drugs of abuse such as Heroin, and Cocaine are classified under what drug schedule?

- a. Schedule I
- b. Schedule II
- c. Schedule III
- d. Schedule IV

a - According to the U.S. Drug Enforcement Administration, Schedule I drugs are drugs with no currently accepted medical use, and with a high potential for abuse. Schedule I drugs are the most dangerous drugs of all the drug schedules with potentially severe psychological or physical dependence.

707. A patient was rushed to the hospital because of severe high blood pressure. Which route of drug administration is recommended so that the medication given is instantaneous and complete?

- a. Intradermal
- b. Intravenous
- c. Intramuscular
- d. Intraarterial

b - For the intravenous route, a needle is inserted directly into a vein. When given intravenously, a drug is delivered immediately to the bloodstream, and takes effect faster than by any other route.

708. What drug is contraindicated if the patient has a bleeding disorder?

- a. Anticoagulants
- b. Diuretics
- c. Anticonvulsants
- d. Antihypertensives

a - Anticoagulants are also known as blood thinners. Anticoagulants are generally contraindicated in patients with bleeding conditions or disorders.

709. The generic drug fluoxetine is also known as Prozac. It is indicated for which disorder?

- a. Erectile dysfunction
- b. Diabetes
- c. Schizophrenia
- d. Depression

d - Prozac (fluoxetine) is a selective serotonin reuptake inhibitors (SSRI) antidepressant. It is also used for panic disorders, anxiety disorders, and obsessive-compulsive disorders.

710. Which of the following is not a recommended site for IM injections?

- a. Deltoid
- b. Abdomen
- c. Vastus lateralis
- d. Gluteus Maximus

b - The abdomen is not a recommended site for an IM injection. The common sites are: deltoid, vastus lateralis and gluteus maximus.

711. The route of medication administration that goes to the fatty layer is:

- a. Intramuscular
- b. Subcutaneous
- c. Intradermal
- d. Intralipoid

b - Subcutaneous (SC) injection is given in the fatty layer just beneath skin. The SC injection is generally absorbed more slowly. Some medications that can be injected subcutaneously are growth hormone and insulin.

712. The generic name of both Advil and Motrin is:

- a. Acetaminophen
- b. Naproxen
- c. Ibuprofen
- d. Amoxicillin

c - Ibuprofen is the generic name of both Advil and Motrin. Ibuprofen is a non-steroidal anti-inflammatory drug (NSAID). It works by reducing hormones that cause inflammation and pain in the body.

713. A patient was diagnosed with high cholesterol during blood testing. Which of the following drugs is recommended for his condition?

- a. Prednisone
- b. Xanax
- c. Ambien
- d. Lipitor

d - Lipitor is a prescription medicine called Statins. They lower cholesterol in the blood, specifically LDL or the bad cholesterol, and triglycerides. It can raise the HDL (good cholesterol) as well.

714. A 28 year old complains of insomnia after breaking up with her boyfriend of 10 years. She requested a sleeping pill. Which of the following is recommended for her?

- a. Nexium
- b. Amoxil
- c. Ambien
- d. Allegra

c - Ambien is a sedative-hypnotic drug. It works by slowing activity in the brain, and is used to treat insomnia. The generic name of Ambien is zolpidem tartrate.

Medical Assistant Practice Exam – Content Area III: Clinical Knowledge

Section 13 – Pathophysiology and Nutrition

715. Patients with irritable bowel syndrome will experience which of the following symptoms?

- a. Diarrhea
- b. Flatulence
- c. Constipation
- d. Patients can experience a variety of symptoms that can include all of the above.

d - Patients with IBS can experience a multitude and variety of symptoms, but the most commonly reported are diarrhea, constipation, and flatulence.

716. Diabetic patients are monitored by using which of the following tests?

- a. KUB
- b. Troponin
- c. Fe++
- d. HbA1C

d - Hemoglobin A1C is a test used to monitor the average blood glucose level in a patient over a 2-3 month period.

717. Patients diagnosed with hypertension are given a medication called hydrochlorothiazide. How does this medication work to treat hypertension?

- a. It reduces the amount of red blood cells in the bone marrow.
- b. It allows muscles to contract more forcefully.
- c. It increases urination.
- d. None of the above.

c - Hydrochlorothiazide is a medication that reduces blood volume by increasing the production of urination by acting as a diuretic. This will lower blood pressure.

718. Psoriasis:

- a. may be treated with phenytoin.
- b. is a skin condition involving flaky or oozing patches of skin.
- c. is most commonly found on the backs of the legs.
- d. None of the above.

b - Psoriasis is a skin condition involving varied maturation of skin cells. Patches of affected skin will crack, ooze, or bleed and may be itchy or sore.

719. Patients who have anxiety:

- a. are treated episodically.
- b. are treated prophylactically.
- c. may be treated with citalopram.
- d. All of the above.

d - Patients who have been diagnosed with anxiety may be treated as symptoms appear, daily to reduce the chance symptoms will appear, and with antianxiety or antidepressant medications such as Celexa.

720. Skin nodules, such as nevi:

- a. may become malignant.
- b. should be seen by a physician, even if not suspicious.
- c. are graded using an acronym, "ABCDE."
- d. All of the above.

d - Nevi are also called moles. Moles may become malignant over a period of time; sun

exposure increases this risk. A physician should regularly check moles for signs of malignant changes. Each mole will be graded based on asymmetry, border, color, diameter, and elevation.

721. Strep throat:

- a. is not contagious.
- b. can lead to rheumatic fever.
- c. is caused by the bacteria *Streptobacillus pyogenes*.
- d. All of the above.

b - A contagious bacterial infection caused by the bacteria, *Streptococcus pyogenes*. Infections of this type can lead to rheumatic fever, an inflammatory condition that could lead to death.

722. Patients with epistaxis:

- a. should tilt the head forward, not backward.
- b. should be taken to the emergency room regardless of the severity.
- c. should be treated with aspirin therapy to reduce the severity.
- d. All of the above.

a - Nosebleeds are common occurrences and can vary from being mildly annoying to life threatening. Moderate to severe bleeding should be evaluated by a healthcare professional. Aspirin therapy could increase the chances for bleeding.

723. A patient with a verruca (Choose the BEST answer.)

- a. is infected with the HCV virus.
- b. can be treated with an OTC medication.
- c. is not contagious.
- d. None of the above.

b - Plantar warts are caused by a strain of the Human Papilloma Virus and can be highly contagious but treated with an over the counter medication such as Compound W.

724. Aspirin:

- a. can be safely given to infants and children.
- b. is taken by patients daily in high dose form to prevent heart attacks.
- c. has a side effect of being an anticoagulant.
- d. All of the above.

c - Aspirin therapy is an often prescribed mechanism for thinning the blood and

preventing heart attacks. Daily dose formulations can be purchased over the counter in low-dose capsules or tablets.

725. Cystic fibrosis is a(n):

- a. autoimmune disease.
- b. condition that can be tested by monitoring the chloride levels of the patient's sweat.
- c. disease that can be cured with medications and intensive therapy.
- d. All of the above.

b - In patients that have cystic fibrosis, chloride levels of the sweat are concentrated at higher levels than the sweat of a healthy individual. CF is a condition that cannot be cured and greatly reduces a patient's predicted lifespan. The condition is genetic and not autoimmune in nature.

726. Patients with HIV :

- a. also have AIDS.
- b. can spread the disease by casual contact.
- c. have engaged in homosexual activity at some point in their lives.
- d. can live for many years by taking antiviral medications and practicing a healthy lifestyle.

d - HIV is the virus that leads to the disease state of AIDS. Patients can live a healthy life for many years if infected with HIV and if they take antiviral medications. Not all HIV patients have engaged in homosexual activity. Many HIV patients have been infected with the virus through IV drug use, contaminated blood products, or sexual activity with an infected heterosexual partner.

727. To treat a cold:

- a. see a doctor for an antibiotic prescription.
- b. use palliative treatment options.
- c. take in many more calories than usual as in, "Feed a cold; starve a fever."
- d. All of the above.

b - Colds are caused by viruses that cannot be effectively treated with antibiotics. Treating a cold consists of palliative options to relieve the suffering from the symptoms until the body can fight off the infection. The phrase, "Feed a cold; starve a fever," is antiquated. Those that are sick should follow the advice of their physicians and take in as many calories as necessary to promote the regaining of health.

728. The procedure used to remove the gall bladder is called:

- a. Cholecystectomy
- b. Cholelithiasis
- c. Colectomy
- d. Cystorrhaphy

a - Removal of the gall bladder is necessary when it can no longer function appropriately due to blockage from stones or infection. The proper term for this procedure is, "cholecystectomy."

729. Although not present with all migraines, which of the following is a symptom of migraine?

- a. Increased sensitivity to light, sound, and/or smell.
- b. Aura
- c. Nausea with or without vomiting
- d. All of the above.

d - Patients with migraine headache may report a number of varied symptoms which can include aura, visual disturbance, increased sensitivity to light, sound, or smell, and stomach upset.

730. Testing for preeclampsia is done:

- a. on toddlers who have seizures.
- b. on the elderly with syncope.
- c. on preteens with epistaxis.
- d. on pregnant women.

d - Preeclampsia is a condition that can lead to stroke in pregnant women with high blood pressure. Proteinuria is an easily detectable sign of impending preeclampsia and can be easily tested with a urine dipstick.

731. Patients with pancytopenia:

- a. have an increased risk of hemorrhage.
- b. have an increased risk of developing infection.
- c. may be anemic.
- d. All of the above.

d - Pancytopenia is defined as having a low count of all three of the cellular components of whole blood. This could lead to increased chance of infection from low white blood cells, anemia from low red blood cells, and increased bleeding risk from low platelet counts.

732. A patient presents to the office with chief complaint of RLQ pain. Which of the following pathologies would be MOST likely possible?

- a. Appendicitis
- b. Gall stones
- c. Splenomegaly
- d. Pancreatitis

a - The appendix is located on the inferior aspect of the cecum in the colon. This organ is located in the right lower quadrant of the abdomen.

733. Patients who have diets deficient in calcium will have which of the following symptoms?

- a. Bruising
- b. Osteopenia
- c. Kyphosis
- d. All of the above.

d - Calcium is a major component of strong bones. Deficiencies in this mineral can lead to weak bones and bruising. Calcium also plays a role in the clotting process. Kyphosis is a condition where the bones of the vertebral column become weak causing a humpback posture.

734. The most commonly abused drug in children under 18 is:

- a. Alcohol
- b. Marijuana
- c. Crack
- d. Cocaine

a - Alcohol is the most commonly abused drug in children under the age of 18.

735. A 17 year old patient was brought to the clinic because of bruises and hematoma. There was no history of trauma, accident or injury. The patient's history is positive for blood disease. If the patient has a vitamin deficiency related to the blood, in which vitamin is she deficient?

- a. Vitamin A
- b. Vitamin E
- c. Vitamin K
- d. Vitamin B

c - Vitamin K is also known as the clotting vitamin. Vitamin K deficiency occurs when the body cannot properly absorb the vitamin from the intestinal tract. Vitamin K deficiency can also occur after long-term treatment with antibiotics.

736. Which diet helps in preventing constipation?

- a. High fiber
- b. Low residue
- c. Low fiber
- d. Bland

a - Dietary fiber refers to the edible parts of fruits, plants, nuts, seeds and legumes that cannot be digested. There are two types of fiber, soluble and insoluble. Both types of fiber are essential for making the intestines healthy. Soluble fiber allows more water to remain in the stool, making waste softer and easier to pass.

737. Scurvy is caused by what vitamin deficiency:

- a. Vitamin K
- b. Vitamin A
- c. Vitamin D
- d. Vitamin C

d - Vitamin C deficiency is referred to as Scurvy. Scurvy causes general weakness, anemia, gum disease and skin hemorrhages

738. This vitamin helps the skin, nails, hair and sharpens the vision:

- a. Iron
- b. Folic acid
- c. Vitamin A
- d. Vitamin E

c - Vitamin A is one of the fat soluble vitamins. Vitamin A helps and maintains the health of the skin, hair and nails. Vitamin A also promotes good vision, especially in low light. It may also be needed for reproduction and breast-feeding.

739. The substance in the body that is needed for energy:

- a. Protein
- b. Fat
- c. Carbohydrate
- d. Minerals

c - Glucose is the main fuel of the body. Glucose makes up carbohydrates. Carbohydrates are the most important source of energy for our body.

740. If the patient's BMI is 27, what would be the classification of the patient?

- a. Overweight
- b. Underweight
- c. Normal weight
- d. Obese

a - Body mass index (BMI) is a measure of body fat based on height and weight. A BMI of 25-29.9 is considered overweight. BMI over 30 is considered obese. A BMI of 18.5-24.5 is considered normal weight and BMI below 18.5 is considered underweight.

741. What vitamin deficiency will lead to night blindness?

- a. Vitamin B1
- b. Vitamin A
- c. Vitamin D
- d. Vitamin C

b - Deficiency of the fat soluble vitamin A will lead to night blindness. Night blindness or nyctalopia is a type of vision impairment. People with night blindness experience poor vision at night or in dimly lit environments

742. Osteomalacia is caused by a deficiency of:

- a. Vitamin B1
- b. Vitamin A
- c. Vitamin D
- d. Vitamin C

c - Vitamin D is important for maintaining bone density and strength. Vitamin D deficiency results in osteomalacia or softening of the bones.

743. Mrs. Nagal is 6 weeks pregnant. She has a family history of congenital birth defects. She is concerned about neurological diseases during pregnancy. Which vitamin is used in pregnancy to prevent her baby from having Spina Bifida?

- a. Folic acid
- b. Iron
- c. Ascorbic acid
- d. Magnesium

a - Folic acid deficiency increases the possibility of a neural tube defect, such as Spina Bifida or Anencephaly. All women of childbearing age should consume 400 micrograms of folic acid a day.

744. A 42 year old male came to the clinic complaining of twitching of the muscles. Sometimes the patient involuntary jerks for no reason. He said he started experiencing the twitches after he started water therapy and started to urinate frequently. Which mineral most likely is the culprit for his twitching?

- a. Manganese
- b. Magnesium
- c. Copper
- d. Zinc

b -Magnesium is a mineral that is present in large amounts in the body. Magnesium is needed for calcium regulation. Deficiency of Magnesium can result in low calcium in the blood or hypocalcemia. Hypocalcemia can result in numbness, muscle spasms and twitching.

745. An early childhood disease caused by deficiency in calcium, vitamin D, and phosphate:

- a. Hallux valgus
- b. Osteomalacia
- c. Rickets
- d. Kyphosis

c - Rickets is a disease that results in bone deformities, especially in the legs, causing them to “bow”. Symptoms can include pain and tenderness of the bones and increased likelihood of fracture, impaired growth, decreased height, and also muscle cramps.

746. What is the most common cause of hepatitis?

- a. Syphilis
- b. Drugs
- c. The human immunodeficiency virus
- d. Viruses

d - Viruses would be the most common cause of hepatitis.

747. Mr. Phillips comes to your clinic with his 4-year-old son. The child has been telling his parents that his ears hurt and he has not felt well for a few days. What is most likely to be his diagnosis?

- a. Otitis externa
- b. Ishihara disease
- c. Tinnitus
- d. Otitis media

d - Inflammation of the middle ear, or otitis media, is common in children due to the position of the Eustachian tubes during growth. This condition is commonly associated with the presence of fluid in the middle ear.

748. Mr. Martinez is a 75-year-old male patient who has been diagnosed with hardening of the arteries. What term will the physician use in the documentation?

- a. Arteriosclerosis
- b. Aneurysm
- c. Varicose veins
- d. Atherosclerosis

a - Arteriosclerosis is commonly called "hardening of the arteries". Actually this means that the arteries lose their elasticity and the arterial walls have become weak as people age.

749. A 47-year-old chronic alcoholic male was admitted because he is not oriented to time and place. He also has memory loss, unsteady gait and numbness. Which vitamin is most likely the culprit?

- a. Vitamin A
- b. Vitamin D
- c. Vitamin B1
- d. Vitamin K

c - This is a case of Wernicke-Korsakoff syndrome that occurs commonly among chronic alcoholics. The poor diet of chronic alcoholics leads to Vitamin B1 deficiency. Thiamine is the name of vitamin B1.

750. A 25 year old vegan patient was brought to the clinic because of fatigue. The patient was diagnosed with anemia. Which of the following vitamin deficiencies can cause this disease?

- a. Vitamin B1
- b. Vitamin B6
- c. Vitamin B12
- d. Vitamin B3

c - Vitamin B12 deficiency can lead to Vitamin b12 deficiency anemia. Known causes of vitamin B12 deficiency includes: Crohn's diseases, heavy drinking and a vegan diet.

751. A patient complained of chest pain, diaphoresis and anxiety. The patient was diagnosed with Coronary Artery Disease. The lipid that is most likely linked to it is:

- a. LDL
- b. HDL
- c. Polyunsaturated fats
- d. Triglycerides

a - Cholesterol is found mainly in animal foods. There are two types of cholesterol- HDL and LDL. Low-density lipoprotein (LDL) is called bad cholesterol because it promotes fatty plaques causing atherosclerosis or Coronary Artery Disease.

752. A patient was brought to the emergency room because of sudden sharp pain and swelling of the big toe. The patient has a history of gout. What is the recommended diet for this patient?

- a. Low salt
- b. Low sugar
- c. Less meat
- d. High fiber

c - Gout is one of the most painful types of arthritis. It occurs when too much uric acid accumulates in the body. The increase in uric acid leads to crystal deposits in joints, often in the big toe, under the skin, or uric acid stones in the kidney. Recommended diet is to limit intake of foods high in purines, such as red meat, organ meats and limiting alcoholic beverages.

753. A patient was complaining of weakness, fatigue, constipation and muscle cramping. Blood tests reveal hypokalemia. What is the treatment for this condition?

- a. Iron
- b. Calcium
- c. Potassium
- d. Transfusion

c - Low potassium level is referred to as hypokalemia. Taking potassium supplements can usually reverse this condition. In severe cases, without proper treatment, it can lead to serious heart rhythm problems.

754. As food goes down through the digestive tract, nutrients are transferred to the blood stream. This process is referred as:

- a. Digestion
- b. Ingestion
- c. Metabolism
- d. Absorption

d - The four functions of the digestive system are: ingestion, digestion, absorption and elimination. Absorption is the process where nutrients are transferred to the blood stream.

755. If the patient ingested 10 grams of fat, how much calories did he actually eat?

- a. 40
- b. 70
- c. 80
- d. 90

d - One gram of fat is equivalent to 9 calories. Eating 10 grams of fat would be the equivalent of 90 calories.

756. Which of the following is a fat soluble vitamin?

- a. Cyanocobalamin
- b. Niacin
- c. Retinoic acid
- d. Folic acid

c - Retinoic acid is the common name of vitamin A. It is one of the fat soluble vitamins. There are four fat soluble vitamins: Vitamins A, D, E, K.

757. The nutrient that builds and repairs body tissues:

- a. Glucose
- b. Vitamins
- c. Proteins
- d. Minerals

c - Proteins are nutrients composed of amino acids as building blocks. Proteins build and repair body tissues, and produce 4 calories per gram.

758. Which of the following is not considered a mineral?

- a. Iodine
- b. Riboflavin
- c. Magnesium
- d. Zinc

b - Riboflavin is the common name of Vitamin B2. It is a vitamin, not a mineral. Iodine, Magnesium and Zinc are all minerals.

10 Test Preparation Tips

1. **Start Studying 3 Months Before The Test** - You have a lot of information to review to get prepared. Give yourself enough time to study all of it in a relaxed state of mind. Trying to cram your study in a month or a few weeks before the test will just create anxiety and even panic which is not conducive to learning.
2. **Outline a Study Schedule and Stick to It**– You first need to find out what subjects the test covers, then break them down into a study outline. An outline of the material will give you a birds-eye-view of what you have to cover and allow you to plan to actually study it. Include review days throughout the schedule where you review material you studied the month or two before. Include practice test sessions in your schedule as well. Once you have a study schedule established, commit to it and be disciplined. It will only help you, and give you the benefit of comprehensive study, if you actually follow it.
3. **Study Every Day for at Least One Hour** – Getting prepared for a professional certification exam takes commitment. To maintain this commitment, it is best to make it part of your regular schedule. Plan an hour a day to study the material you have scheduled for the day.
4. **Obtain a Good Study Guide** – A good study guide is very important. It will give you the substance you need to know for the test.
5. **Use Flashcards** – Flashcards are easy to use and can interject some fun into the study process. Flashcards that give you a question on one side and an answer on the other are the most effective. Use them regularly throughout your study schedule.
6. **Take Untimed Practice Tests Periodically to Assess Your Knowledge of the Material** – Use the Tests.com Practice Test to find out how well you know the material. For the first couple times, do not time yourself, but use the test simply to determine your strengths and weaknesses. Focus your study on the areas of the exam where you had the most trouble.
7. **Take a Timed Practice Test Periodically to Practice Test Taking Skills** – Take the Tests.com Practice Test using a timer setting. Determine how many questions are on your state exam and complete that amount of questions in the allotted time. This exercise will allow you to get a sense of how fast you need to work under time pressure.
8. **Tab and Highlight your Reference Books** – Depending on the test, some jurisdictions have open book tests, allowing you to use a reference book while you take the test. Most testing rules do not allow notes in the reference book you use, but many allow highlighting and tabbing. When you use a reference book during a test, it is important to use it in such a way that allows you to work

efficiently and not slow you down. Place colored tabs on the pages of the book referencing the sections, so you can turn to them quickly and not have look up page numbers in the Table of Contents. Highlight those sections which you believe to be important and that will be subject to testing.

9. **Meet with Friends who are Studying for the Test and have a Group Discussion** - Your friends and colleagues who are studying for the test will have different strength and weaknesses than you. You can benefit each other by sharing information, discussing issues and asking each other questions about the information subject to testing.

10. **Don't Study the Day or Night Before the Test** – You have prepared for months. Even though you may feel a bit anxious the day before the test, it is important that you give your brain a rest. During the test, you must be clear of mind and able to nimbly move from question to question. If your brain is tired and your eyes are having trouble focusing, you will put yourself at a great disadvantage. Do not study late into the night. You know the material more than you realize. Take the day off, go for a walk, a bike ride or see a movie.

10 Test Taking Tips

1. **Get Good Rest the Night before the Test** – All the study in the world will not save you if you can't focus your eyes and your mind is cloudy due to staying up late at night to study before the test. Test taking is an art and you must have a clear, well rested mind to do well. An important tip, and the first in this list for a reason, is to get a good night's rest the day before the test.

2. **Eat a Good Meal before Leaving for the Test** – Tests usually last a couple of hours. They take much concentration and mental energy. You don't want to have your blood sugar level affect your ability to concentrate. Eat a good meal before leaving to take the test. Stay away from foods that would make you tired.

3. **Get to the Testing Location on Time and Mentally Prepare Yourself** – You do not want to get lost on your way to the testing location or leave too late such that you miss the beginning of the exam or even have to rush to get to your seat. You want to arrive in enough time to sit for 10 or 15 minutes prior to the test to collect your thoughts and clear your mind. Make sure you have the address to the testing location the day before the test, ensure you have the right directions or use a GPS system and find out beforehand how much time it will take to get there so you know when to leave.

4. **Read the Question and Understand What it is Asking** – A cardinal rule of test taking is "Do not read into the question and Answer only What is Asked." Before you read the answers, make sure you

understand what the question is asking. Do not let yourself insert qualifications into the questions or assume additional fact patterns.

5. **Form an Answer in Your Mind before Reading the Answer Options** – If an answer comes to you before you read the answer options, and the answer that came to you matches an answer option, odds are that the answer option corresponding to the answer that popped into your head is the correct answer. You know more than you realize. This is how preparation benefits you.
6. **Read all of the Answers** - Even though the first answer option looks right, read all of the answer options all of the time. One of the answers is the correct choice. All the information to answer the question is there. Read all the answer options to understand what options are available. You will find, while one of the first top selections seems right some of the time, a bottom option will occasionally be the right selection because it qualifies the answer in the correct way. If you just take the first answer that seems right without reading the other answer options, you will not get the benefit of all the information in the answer options.
7. **Eliminate Obviously Wrong Answers** – Some of the answer options will obviously be wrong. You can increase the odds you will select the right answer and work more efficiently by first eliminating obviously wrong answers.
8. **Don't get Stuck on Difficult Questions** – Some questions will have difficult or complex fact patterns that require some thought or calculation. If you find yourself getting lost in the facts or numbers, or stuck on the answer options, such that you start feeling anxious that you are wasting time, take the following steps: guess and register an answer, mark the question with some notation that will tell you it was a guess, and come back to it at the end of the test, after you finished all other questions.
9. **Pace Yourself - Don't Work too Fast; Don't Work too Slow** – Time is a very important element of test taking. Aside from the subject matter, it is the factor that most causes pressure and stress. To obtain a good score, it is important that you have the time to read and answer all of the questions. Tests only allow a certain amount of time per questions. Determine what that time per question is by dividing the time by the number of questions. Pace yourself when taking the test so that you allow yourself enough time to reasonably be able to read and answer all questions. You don't want to work too fast or too slow.
10. **Maintain a Good Attitude during the Test** – It is important to keep your composure during the test. Having a good attitude will allow you to get through the challenging parts of an exam and avoid becoming down or defeatist, which could slow you down or stop you altogether from finishing the exam. Hang in there and have confidence. If you prepare for the exam following the preparation and test taking tips discussed here, you can have confidence that you will succeed.

Answer Bubble Sheets

Fill in the circles (bubbles) completely

Example: (A) (●) (C) (D) (E)

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|-------------------------|-------------------------|-------------------------|
| 1. (A) (B) (C) (D) (E) | 31. (A) (B) (C) (D) (E) | 61. (A) (B) (C) (D) (E) |
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50 State Medical Assistant Exam Guide

Alabama

Certification in Medical Assisting

Medical assistants in Alabama are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to enhance your career in medical assisting or to get a promotion. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Alabama, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. Other licensed medical employee regulations can be found at the [Alabama Board of Medical Examiners and Medical Licensure Commission of Alabama](#).

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration

- Laboratory techniques
- Pharmacology
- Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Alaska

Certification in Medical Assisting

Medical assistants in Alaska are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to enhance your career in medical assisting or to get a promotion. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Alaska, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. The [Alaska State Medical Board](#) states that while medical assistants are unlicensed assistive personnel and that the Board does not license them, physicians who supervise them take responsibility for supervision of the medical assistants' activities.

To contact the American Association of Medical Assistants in Alaska, click [here](#) or to contact the Alaska Society of Medical Assistants, click [here](#). The Alaska Society of Medical Assistants is a state affiliate of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

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The Qualifications to become Certified or Registered in Medical Assisting

CMA

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- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
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Certification Renewal Requirements

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To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Arizona

In order to work as a medical assistant in the state of Arizona, it is necessary to complete one of following training programs:

- A training program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP)
- A training program from the Accrediting Bureau of Health Education Schools (ABHES)
- A medical assisting program accredited by any accrediting agency recognized by the United States Department of Education, or
- A medical assisting program designed and offered by a licensed allopathic physician that meets or exceeds any of these three accrediting programs and verifies the entry level competencies of a medical assistant. It is up to the employers (physicians, physician assistants or nurse practitioners) hiring the medical assistant to be sure that they have received this training.

Certain subjects must be covered in a medical assistant training program in Arizona. See [Medical Assistant Standards](#) for full guidelines of training that includes the following areas:

- Anatomy and Physiology
- Applied Mathematics
- Infection Control
- Nutrition
- Concepts of Effective Communication
- Medical Business Practices
- Basic Practice Finances
- Third Party Reimbursement
- Procedural and Diagnostic Coding
- Medical Law and Ethics
- Safety and Emergency Practices

There is no governing body that oversees medical assistants in Arizona. It is up to the individual employers (physicians, physician assistants and nurse practitioners) to ensure that their medical assistant hires are capable of performing their job through completing a training program. You can find more information at the [Arizona State Medical Board](#).

You can obtain certification as a medical assistant to enhance your career from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

How to Apply to become Certified or Registered as a Medical Assistant

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The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and

- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
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 - Psychology
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 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments

- Practice Finances
- Anatomy and Physiology
- Infection Control
- Patient Intake and Documentation of Care
- Patient Preparation and Assisting the Provider
- Nutrition
- Collecting and Processing Specimens
- Diagnostic Testing
- Pharmacology
- Emergency Management/Basic First Aid

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The RMA exam has the following parameters:

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- Test content consists of:
 - General Medical Assisting Knowledge
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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Arkansas

Certification in Medical Assisting

Medical assistants in Arkansas are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Arkansas, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Arkansas Society of Medical Assistants](#) which is an affiliate of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

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 - Diagnostic Testing
 - Pharmacology
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The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills

- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

California

In California, work as a medical assistant may only be performed under the supervision of a licensed surgeon or physician, physician assistant, podiatrist, nurse midwife or nurse practitioner in a clinic or medical office setting while the supervisor is on the premises. The medical assistant cannot perform non-invasive technical support services unless their supervisor is on the premises. Medical assistants working in the state of California do not need to be licensed or certified, and there are no requirements for obtaining work.

Although it is not a requirement for working as a medical assistant, the medical assistant's employer and/or their supervising podiatrist's or physician's malpractice insurance carrier might require the medical assistant to be certified by an approved private or national association, either to work as a medical assistant or to train other medical assistants. See Title 16 CCR 1366.3 for information on medical assistants training new MA's.

You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

There is also a state certification available through the [California Medical Assistants Association](#). This certification can only be claimed within the state of California. It is not a national certification as the accredited CMA is from the AAMA.

In California, the profession of medical assisting is overseen by the [California Society of Medical Assistants](#). You can find more information on working as a medical assistant in California at the [AAMA website](#) or at the [CSMA website](#). The California Society of Medical Assistants is a state-level affiliate for the AAMA that serves as a networking group and an information source for California medical assistants.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

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- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
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 - Medication administration
 - Laboratory techniques

- Pharmacology
- Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

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- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.

- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Colorado

Medical assistants in Colorado are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Colorado, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is a [Colorado State Society of Medical Assistants](#).

The AAMA [state chapters](#) are located in Metro Denver and Northern Colorado. You may find them through calling or e-mailing the AAMA Membership Department at 800/228-2262 or Membership@aama-ntl.org.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
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- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Connecticut

Certification in Medical Assisting

Medical assistants in Connecticut are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Connecticut, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Connecticut Society of Medical Assistants](#) which is an affiliate of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
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 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Delaware

Certification in Medical Assisting

Medical assistants in Delaware are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Delaware, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job.

AAMA members in Delaware are considered members at large and belong to the national level of the AAMA. For information on how to open a state society, please contact the AAMA Membership Department at membership@aama-ntl.org. Delaware does not have a state society to oversee medical assistants currently nor does it have local chapters that are affiliated with the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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 - Emergency Management/Basic First Aid

RMA Exam

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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

District of Columbia

Certification in Medical Assisting

Medical assistants in Washington, D.C. are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the District of Columbia does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In the District of Columbia, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job.

How to Apply to become Certified or Registered as a Medical Assistant

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The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

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- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

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 - General Medical Assisting Knowledge
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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Florida

Certification in Medical Assisting

Medical assistants in Florida are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Florida, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Florida Society of Medical Assistants](#) which is an affiliate of the AAMA. There are eight chapters of the [AAMA](#) in Florida.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

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 - Patient Intake and Documentation of Care
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 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

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 - General Medical Assisting Knowledge
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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Georgia

Certification in Medical Assisting

Medical assistants in Georgia are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Georgia, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Georgia Society of Medical Assistants](#) which is an affiliate of the AAMA. There are nine chapters of the [AAMA](#) in Georgia.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

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 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

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- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Hawaii

Certification in Medical Assisting

Medical assistants in Hawaii are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Hawaii, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is a society of medical assistants in Hawaii - [Hawaii Society of Medical Assistants](#). There are no active AAMA chapters in Hawaii. You may still become a member of the AAMA as a "member at large".

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

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- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Idaho

Certification in Medical Assisting

Medical assistants in Idaho are not required to possess a certification, registration or medical assisting license to work as a medical assistant. However, the Idaho State Board of Medicine states in a [report](#) that some employers may only hire graduates of nationally accredited medical assisting programs.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

There are three [AAMA chapters](#) in the state of Idaho.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Illinois

Certification in Medical Assisting

Medical assistants in Illinois are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Illinois, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Illinois Society of Medical Assistants](#) which is an affiliate of the AAMA. There are nine [chapters](#) of the AAMA in Illinois.

How to Apply to become Certified or Registered as a Medical Assistant

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The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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 - Infection Control
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 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Indiana

Certification in Medical Assisting

Medical assistants in Indiana are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Indiana, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Indiana Society of Medical Assistants](#) which is an affiliate of the AAMA. There are six [chapters](#) of the AAMA in Indiana.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Establish Patient Medical Record
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 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Iowa

Certification in Medical Assisting

Medical assistants in Iowa are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Iowa, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Iowa Society of Medical Assistants](#) which is an affiliate of the AAMA. There are nine [chapters](#) of the AAMA in Iowa.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
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 - Patient Navigator/Advocate
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 - Establish Patient Medical Record
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 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Kansas

Certification in Medical Assisting

Medical assistants in Kansas are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Kansas, there is no governing body that oversees medical assistants. Kansas also does not have a state society currently or local chapters that are affiliated with the AAMA. Kansas residents may still become members of the AAMA and be considered a “member at large” of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Kentucky

Certification in Medical Assisting

Medical assistants in Kentucky are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Kentucky, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the Kentucky Society of Medical Assistants. They do not have their own website, but you can find contact information [here](#). The Kentucky Society of Medical Assistants is a state affiliate of the AAMA. There are six [chapters](#) of the AAMA in the state of Kentucky.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

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RMA Exam

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- Administrative Medical Assisting Skills
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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Louisiana

Certification in Medical Assisting

Medical assistants in Louisiana are not required to possess a certification, registration or license to work as a medical assistant. However, if you are required to draw blood at your job, a phlebotomy certification will be necessary. Certain [schools](#) offer a program leading to a phlebotomy certification.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Louisiana, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job.

Louisiana does not currently have a state society or local chapters that are affiliated with the AAMA. Residents of Louisiana may still become members of the AAMA. AAMA members in Louisiana are considered members at large and belong to the national level of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

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- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Maine

Certification in Medical Assisting

Medical assistants in Maine are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Maine, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Maine State Society of Medical Assistants](#) which is an affiliate of the AAMA. There are two [chapters](#) of the AAMA in Maine. They are located in Penobscot and the Kennebec Valley.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Risk Management, Quality Assurance and Safety
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 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Maryland

Certification in Medical Assisting

Medical assistants in Maryland are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Maryland, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Maryland Society of Medical Assistants](#) which is an affiliate of the AAMA. There are two [chapters](#) of the AAMA in Maryland. They are located in the Northeast and Chesapeake Bay.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Massachusetts

Certification in Medical Assisting

Medical assistants in Massachusetts are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Massachusetts, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Massachusetts Society of Medical Assistants](#) which is an affiliate of the AAMA. There are five [chapters](#) of the AAMA in Massachusetts.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Michigan

Certification in Medical Assisting

Medical assistants in Michigan are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Michigan, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Michigan Society of Medical Assistants](#) which is an affiliate of the AAMA. There are fifteen [chapters](#) of the AAMA in Michigan.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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- Test content areas are:
 - Psychology
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 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Minnesota

Certification in Medical Assisting

Medical assistants in Minnesota are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Minnesota, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Minnesota Society of Medical Assistants](#) which is an affiliate of the AAMA. There are seven [chapters](#) of the AAMA in Minnesota.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
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- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Mississippi

Certification in Medical Assisting

Medical assistants in Mississippi are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Mississippi, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. Mississippi does not have a state society for medical assistants. You may still become a member of the AAMA. There are three [chapters](#) of the AAMA in Mississippi. They are located in Central, Mainstream and Northeast Mississippi.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

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RMA Exam

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- Administrative Medical Assisting Skills
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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Missouri

Certification in Medical Assisting

Medical assistants in Missouri are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Missouri, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. Missouri does not have a state society for medical assistants. You may become a member of the AAMA in Missouri. There are two [chapters](#) of the AAMA in Missouri. They are located in Jasper and Springfield.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

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- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Montana

Certification in Medical Assisting

Medical assistants in Montana are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Montana, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Montana Society of Medical Assistants](#) which is an affiliate of the AAMA. There are five [chapters](#) of the AAMA in Montana.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Nebraska

Certification in Medical Assisting

Medical assistants in Nebraska are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Nebraska, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Nebraska Society of Medical Assistants](#) which is an affiliate of the AAMA. There are nine chapters of the [AAMA](#) in Nebraska.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Nevada

Certification in Medical Assisting

Medical assistants in Nevada are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Nevada there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the Nevada Society of Medical Assistants.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

New Hampshire

Certification in Medical Assisting

Medical assistants in New Hampshire are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In New Hampshire, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [New Hampshire Society of Medical Assistants](#) which is an affiliate of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

New Jersey

Certification in Medical Assisting

Medical assistants in New Jersey are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In New Jersey, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [New Jersey Society of Medical Assistants](#) which is an affiliate of the AAMA. There are twelve chapters of the [AAMA](#) in New Jersey.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

New Mexico

Certification in Medical Assisting

Medical assistants in New Mexico are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In New Mexico, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [New Mexico Society of Medical Assistants](#) which is an affiliate of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

New York

Certification in Medical Assisting

Medical assistants in New York are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In New York, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [New York Society of Medical Assistants](#) which is an affiliate of the AAMA. There are eight chapters of the [AAMA](#) in New York.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

North Carolina

Certification in Medical Assisting

Medical assistants in North Carolina are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In North Carolina, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [North Carolina Society of Medical Assistants](#) which is an affiliate of the AAMA. There are 27 chapters of the [AAMA](#) in North Carolina.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

North Dakota

Certification in Medical Assisting

Medical assistants in North Dakota are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In North Dakota, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There are three chapters of the [AAMA](#) in North Dakota.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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- Test content areas are:
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 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Ohio

Certification in Medical Assisting

Medical assistants in Ohio are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Ohio, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Ohio Society of Medical Assistants](#) which is an affiliate of the AAMA. There are 14 chapters of the [AAMA](#) in Ohio.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Oklahoma

Certification in Medical Assisting

Medical assistants in Oklahoma are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Oklahoma there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Oregon

Certification in Medical Assisting

Medical assistants in Oregon are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Oregon, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Oregon Society of Medical Assistants](#) which is an affiliate of the AAMA. There are five chapters of the [AAMA](#) in Oregon.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Pennsylvania

Certification in Medical Assisting

Medical assistants in Pennsylvania are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Pennsylvania, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Pennsylvania Society of Medical Assistants](#) which is an affiliate of the AAMA. There are ten chapters of the [AAMA](#) in Pennsylvania.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Rhode Island

Certification in Medical Assisting

Medical assistants in Rhode Island are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Rhode Island, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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 - Medical Business Practices
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 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

South Carolina

Certification in Medical Assisting

Medical assistants in South Carolina are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to get a promotion or if you just want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In South Carolina, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [South Carolina Society of Medical Assistants](#) which is an affiliate of the AAMA. There are seven chapters of the [AAMA](#) in South Carolina.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

South Dakota

Certification in Medical Assisting

Medical assistants in South Dakota are not required to possess a certification, registration or medical assisting license to work as a medical assistant. However, to work as a medical assistant in South Dakota, you will have to first graduate from an accredited medical assisting program and register with the [Board of Medical and Osteopathic Examiners](#).

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant, to enhance your career in medical assisting or to get a promotion. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In South Dakota, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [South Dakota Society of Medical Assistants](#) which is an affiliate of the AAMA. There are two [chapters](#) of the AAMA in South Dakota.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge

- Administrative Medical Assisting Skills
- Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Tennessee

Certification in Medical Assisting

Medical assistants in Tennessee are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

The [Tennessee Society of Medical Assistants](#) oversees the medical assistant profession in the state. The Tennessee Society of Medical Assistants is a state affiliate of the AAMA. There are five [chapters](#) of the AAMA in Tennessee.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school

- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Texas

Certification in Medical Assisting

Medical assistants in Texas are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Texas, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Texas Society of Medical Assistants](#) which is an affiliate of the AAMA. There are eight [chapters](#) of the AAMA in Texas.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Utah

Certification in Medical Assisting

Medical assistants in Utah are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Utah, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Utah Society of Medical Assistants](#) which is an affiliate of the AAMA. There are no [chapters](#) of the AAMA in Utah. However, the society is active.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Vermont

Certification in Medical Assisting

Medical assistants in Vermont are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Vermont, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. Medical assistants living in Vermont may become members of the AAMA as members at large.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
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 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Virginia

Certification in Medical Assisting

Medical assistants in Virginia are not required to possess a certification, registration or medical assisting license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job as a medical assistant or to get a promotion or you just may want to enhance your career in medical assisting. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Virginia, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Virginia Society of Medical Assistants](#) which is an affiliate of the AAMA. There are four chapters of the [AAMA](#) in Virginia.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Washington

Certification in Medical Assisting

Medical assistants in Washington state are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Washington, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Washington Society of Medical Assistants](#) which is an affiliate of the AAMA. There are eleven [chapters](#) of the AAMA in Washington.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
- You will need a minimum score of 425 to pass. You could score as high as 800. The questions are scored according to their difficulty. Easier questions are not worth as many points. The test will start you out with easier questions and as you pass them successfully, you will move on to more difficult questions.
- Test content areas are:
 - Psychology
 - Communication
 - Professionalism
 - Medical Law and Regulatory Guidelines
 - Medical Ethics
 - Risk Management, Quality Assurance and Safety
 - Medical Terminology
 - Medical Reception
 - Patient Navigator/Advocate
 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
- You have a full two hours to complete it.
- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

West Virginia

Certification in Medical Assisting

Medical assistants in West Virginia are not required to possess a certification, registration or license to work as a medical assistant. However, to administer medication a medical assistant must be certified after graduating from an accredited program.

While the state does not generally require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

West Virginia does not have an agency or society overseeing the profession of medical assistants. Residents of West Virginia can become members of the AAMA.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
- It is administered in four 40 minute segments, broken up by a brief tutorial and a few breaks. Plan for a total of about 3 hours to take the test.
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 - Medical Business Practices
 - Establish Patient Medical Record
 - Scheduling Appointments
 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

The RMA exam has the following parameters:

- The test is 210 questions in length.
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- You need to get 70% of the questions (147 questions) correct in order to pass.
- Test content consists of:
 - General Medical Assisting Knowledge
 - Administrative Medical Assisting Skills
 - Clinical Medical Assisting Skills.

Find full detailed content for each of these three main areas [here](#).

Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Wisconsin

Certification in Medical Assisting

Medical assistants in Wisconsin are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

In Wisconsin, there is no governing body that oversees medical assistants. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job. There is the [Wisconsin Society of Medical Assistants](#) which is an affiliate of the AAMA. There are eleven [chapters](#) of the AAMA in Wisconsin.

How to Apply to become Certified or Registered as a Medical Assistant

You can [apply online](#) to become a CMA through the AAMA. You can also [apply online](#) to become an RMA through the AMT.

The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
- clinical training (supervised, unpaid on-site work experience in an ambulatory health care setting) in the following areas:
 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

CMA Exam

The CMA exam has the following parameters:

- The CMA exam is a rigorous 200 question exam. Only 180 of the questions are graded with 20 random ungraded questions.
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 - Practice Finances
 - Anatomy and Physiology
 - Infection Control
 - Patient Intake and Documentation of Care
 - Patient Preparation and Assisting the Provider
 - Nutrition
 - Collecting and Processing Specimens
 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Wyoming

Certification in Medical Assisting

Medical assistants in Wyoming are not required to possess a certification, registration or license to work as a medical assistant.

While the state does not require a license or certification, you may need to obtain certification to get a job or a promotion as a medical assistant. You can obtain certification as a medical assistant from either the American Association of Medical Assistants (AAMA) or the American Medical Technologists (AMT). To get the credential in most circumstances, you will have to attend a school that is accredited in medical assisting. The courses at these schools will qualify you to take either the Certified Medical Assistant (CMA) exam or the Registered Medical Assistant (RMA) exam. Obtaining the CMA or RMA credential will provide employers with proof of having obtained skills at the nationally accepted standard level.

Wyoming does not have an agency or society overseeing the profession of medical assistants. Residents of Wyoming can become members of the AAMA. It is up to the individual employers to ensure that their medical assistant hires are capable of performing the job.

How to Apply to become Certified or Registered as a Medical Assistant

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The Qualifications to become Certified or Registered in Medical Assisting

CMA

To qualify to become a certified medical assistant through the AAMA, a candidate must complete the following:

- an accredited educational program in medical assisting; and
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 - Human anatomy, physiology, and pathology
 - Medical law and ethics
 - Medical terminology
 - Patient relations
 - Keyboarding and computer applications
 - Office practices
 - Record keeping and accounting
 - First aid
 - Coding and insurance processing
 - Medication administration
 - Laboratory techniques
 - Pharmacology
 - Clinical and diagnostic procedures

You must complete and pass the exam for certification within 60 months of completing the program or you will need to repeat the course.

RMA

There are a [number of ways](#) to qualify to become an RMA through the AMT. Some of the routes to certification are as follows:

- Graduate from an accredited medical assisting school
- Graduate from a military medical service training program
- Have 5 years (out of the last 7) experience working as a medical assistant
- Have had 1-5 years of experience as an instructor of a medical assisting program

Test Content

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 - Practice Finances
 - Anatomy and Physiology
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 - Patient Preparation and Assisting the Provider
 - Nutrition
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 - Diagnostic Testing
 - Pharmacology
 - Emergency Management/Basic First Aid

RMA Exam

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Certification Renewal Requirements

You may recertify your CMA credential by retaking the exam within 60 months of passing or with continuing education. Continuing education to maintain or recertify your CMA includes 60 credit hours, 30 of which is the minimum amount required to be taken through the AAMA.

To recertify as an RMA, you will have to comply with a [Certification Continuation Program](#) (CCP) every three years and abide by the [AMT Standards of Practice](#).

Tests.com Format Comparison Chart

Features & Benefits	Online Format	PDF Format
New Questions / Updates	YES. With the Online Format, get new question & updates in real time.	NO
Study Mode	YES. Optionally test with instant prompts for incorrect answers & explanations of correct ones.	NO
Section / Topic Selection	YES. Choose whole test or practice by the section.	NO
	YES. Optionally simulate actual test conditions. TestSIM™ is easy and flexible to use.	NO
	YES. With TestNOTES™ , you have option to type notes for any question for instant reinforcement & later review.	NO
	YES. Our Focus Flash Cards™ online study system allows you to customize study by time, section(s) and more. Create/share your own too.	NO
Focus Question Format	YES. Focus on 1 question at a time. Example.	NO
Customize Testing Preferences	YES. Set the number of questions and time limit OR simulate your actual exam. Example.	NO
Instant Scoring & Review	YES. The Online format automatically scores your testing.	NO
Reports / History / Stats	YES. View results and track progress in real time. Example.	NO
Future Testing Needs	YES. Only the online test system format will provide you access your tests and test history from anywhere for life.	NO
Expert Written by Leaders in Test Preparation	YES. Our practice exam kit was written by an expert with strong experience, education and credentials. Our test prep is so good we have a 1% return rate compared to an 8% industry avg. 1 million+ tests served.	YES
Get an Edge	YES. Our materials are a personal assessment tool and study source which compliments other study materials and may give you an edge.	YES
Support to Succeed	YES. Registered Users get service & support to pass the first time. Our authors, peer reviewers, editors and tech support are on your team.	YES
Convenience & Study Features	YES. Only the Online Format system scores, reports and customizes your testing automatically and has bonus flash cards to use, create and share.	NO

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