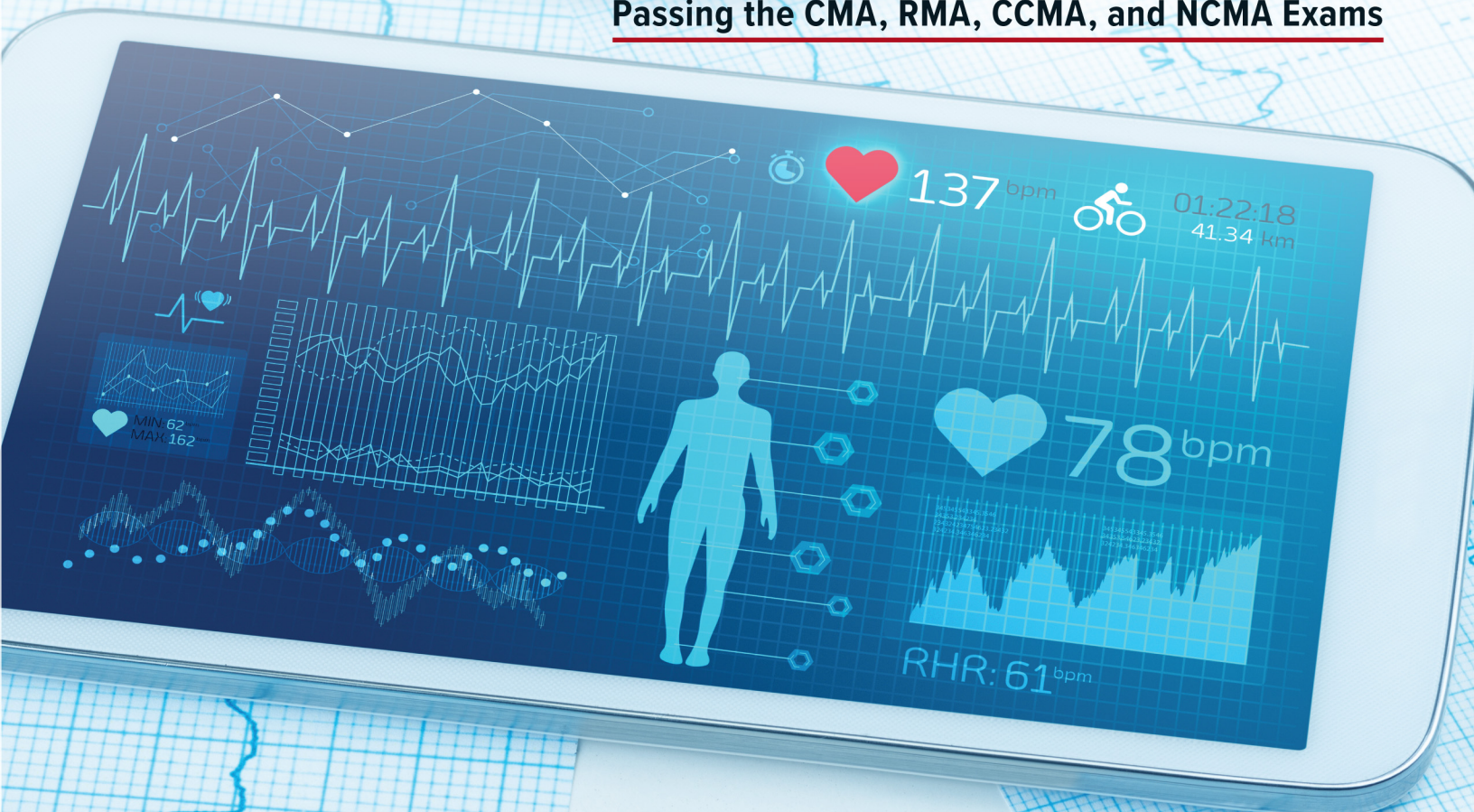


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SEVENTH EDITION

MEDICAL ASSISTING REVIEW

Passing the CMA, RMA, CCMA, and NCMA Exams



**Mc
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Hill**

Jahangir Moini, M.D., M.P.H.

MEDICAL ASSISTING REVIEW



Passing the CMA, RMA, CCMA, and NCMA Exams
Seventh Edition

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MEDICAL ASSISTING REVIEW

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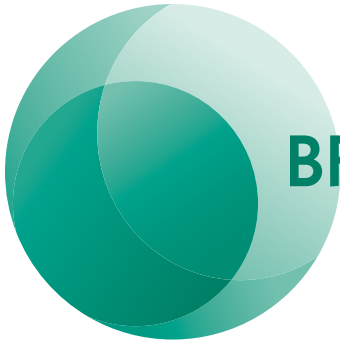
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Dedication

To the memory of my Mother,
and
To my wonderful wife,
Hengameh, my two daughters,
Mahkameh and Morvarid,
and also to my precious granddaughters,
Laila Jade and Anabelle Jasmine Mabry.



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PREFACE

Catching your success has never been easier, with the sixth edition of *Medical Assisting Review: Passing the CMA, RMA, CCMA, and NCMA Exams*. Confidently master the competencies you need for certification with a user-friendly approach and various practice exams.

Organization

Medical Assisting Review is divided into three sections, similar to how the certification exams are divided: General Medical Assisting Knowledge (Chapters 1-8); Administrative Medical Assisting Knowledge (Chapters 9-15); and Clinical Medical Assisting Knowledge (Chapters 16-25). Each chapter opens with *Learning Outcomes* to set the stage for the content to come. That list is followed by a table listing the relevant CMA, RMA, CCMA, and NCMA *Medical Assisting Competencies* for that chapter. Throughout the chapters, you will find *At A Glance* tables that summarize key information for quick review. At the beginning and end of most chapters, there are also *Strategies for Success* boxes, which contain tips on study skills and test-taking skills. Each chapter then closes with the *Chapter Review*—10 multiple-choice questions written in the style of CMA, RMA, CCMA, and NCMA exam questions.

New to the Seventh Edition

OVERVIEW

A number of enhancements have been made with the sixth edition to enrich the user's experience with the product:

- The Chapter Reviews, at the end of each chapter, have additional questions so that they now have 25 questions each instead of 10.
- This edition has many new figures that did not appear previously.

- At the end of each section, there is a new Test Your Knowledge feature that contains 100 multiple choice questions. The Answer Key for each of these is at the end of the book.
- There are four exams included at the back of the book. The existing exams have all been updated to reflect new material in the chapters, and all of the exams have gone through an accuracy review.

CHAPTER HIGHLIGHTS

Definitions have been expanded and added in every chapter in direct response to market feedback:

- Chapter 4: Information has been added about Zika virus disease and Ebola virus disease.
- Chapter 11: The rules or guidelines that determine the daily working of an office have been removed from the section entitled “The Policy and Procedures Manual.”
- Chapter 12: A new section has been added that is called “Cell Phones and the Internet.”
- Chapter 13: A “W-9” form has been added.
- Chapter 15: A new introduction to medical coding has been added, and there has been a large amount of updating and revisions in this chapter.
- Chapter 19: Drug information has been completely updated.

- Chapter 20: Immunization schedules have been updated. Information on the Coronavirus (COVID-19) has been added.
- Chapter 23: This chapter has been retitled as “Promoting Healing After an Injury”; it was previously called “Physical Therapy.”

For a detailed transition guide between the sixth and seventh editions for all chapters of *Medical Assisting Review*, visit the Instructor Resources in Connect.

Medical Assisting Review Preparation in the Digital World: Supplementary Materials for the Instructor and Student

Instructor Resources

You can rely on the following materials to help you and your students work through the material in this book. All of the resources in the following table are available through the Instructor Resources on the Library tab in Connect.

Supplement	Features
Instructor’s Manual	Each chapter has: <ul style="list-style-type: none"> • Learning Outcomes and Lecture Outline • Overview of PowerPoint Presentations • Teaching Strategies • Answer Keys for End-of-Chapter Questions and two Practice Exams from the back of the book • List of Additional Resources
PowerPoint Presentations	<ul style="list-style-type: none"> • Key Concepts
Electronic Test Bank (Two Practice Exams)	<ul style="list-style-type: none"> • TestGen (computerized) • Word version • These two exams are also available in the Library tab of Connect. Both of them, along with 12 additional exams, are available within Connect. • Questions are tagged with learning outcomes, level of difficulty, level of Bloom’s taxonomy, feedback, and ABHES and CAAHEP competencies.
Tools to Plan Course	<ul style="list-style-type: none"> • Transition Guide, by chapter, from Moini, 6e, to Moini, 7e • Correlations of the chapters to the major accrediting bodies (previously included in the book), as well as correlations by learning outcomes to ABHES and CAAHEP • Sample Syllabi • Asset Map—a recap of the key instructor resources, as well as information on the content available through Connect

A few things to note:

- All student content is now available to be assigned through Connect.
- Instructors can share the answer keys and test bank exams available through the Instructor Resources at their discretion.

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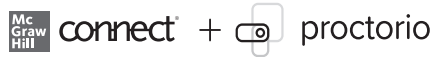
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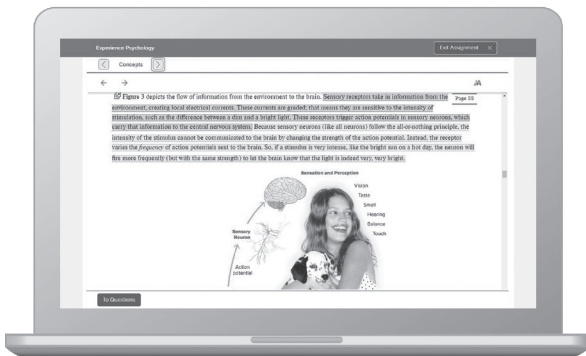
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GENERAL MEDICAL ASSISTING KNOWLEDGE

SECTION 1



SECTION OUTLINE

Chapter 1 - The Profession of Medical Assisting

Chapter 2 - Medical Terminology

Chapter 3 - Anatomy and Physiology

Chapter 4 - Pathophysiology

Chapter 5 - Microbiology

Chapter 6 - General Psychology

Chapter 7 - Nutrition and Health Promotion

Chapter 8 - Medical Law and Ethics

THE PROFESSION OF MEDICAL ASSISTING

LEARNING OUTCOMES

- 1.1 Describe the administrative, clinical, and specialized duties of a medical assistant.
- 1.2 List the benefits of a medical assisting program.
- 1.3 Identify the different types of credentials available to medical assistants through examination.
- 1.4 List the three areas of knowledge included in the CMA and RMA exams.
- 1.5 Explain the requirements for obtaining and maintaining the CCMA credential.
- 1.6 Describe the subject areas covered by the NCMA exam.
- 1.7 Describe the purpose and benefits of the extern experience.
- 1.8 Describe the personal attributes of a professional medical assistant.

MEDICAL ASSISTING COMPETENCIES

COMPETENCY	CMA	RMA	CCMA	NCMA
General/Legal/Professional				
Respond to and initiate written communications by using correct grammar, spelling, and formatting techniques	X	X	X	X
Recognize and respond to verbal and nonverbal communications by being attentive and adapting communication to the recipient's level of understanding	X	X	X	X
Be aware of and perform within legal and ethical boundaries	X	X	X	X
Demonstrate knowledge of and monitor current federal and state health-care legislation and regulations; maintain licenses and accreditation	X	X	X	X
Exercise efficient time management	X	X	X	X
Project a positive attitude	X	X	X	

MEDICAL ASSISTING COMPETENCIES (cont.)

General/Legal/Professional

Be a “team player”	X	X	X	
Exhibit initiative	X	X	X	
Adapt to change	X	X	X	
Project a responsible attitude	X	X	X	
Be courteous and diplomatic	X	X	X	
Conduct work within scope of education, training, and ability	X	X	X	X
Be impartial and show empathy when dealing with patients	X	X	X	
Understand allied health professions and credentialing	X	X	X	

1.1 The Profession of Medical Assisting

Medical assisting is one of the most versatile health-care professions. Men and women can be equally successful as medical assistants. They are able to work in a variety of administrative and clinical positions within health care. According to the U.S. Department of Labor’s *Occupational Outlook Handbook*, medical assisting is one of the 10 fastest growing occupations.

The Duties of a Medical Assistant

Medical assistants are skilled health-care professionals who work primarily in ambulatory settings such as medical offices and clinics. The duties a medical assistant may perform include administrative and clinical duties.

Administrative duties: Administrative medical assisting duties include the following:

- Greeting patients
- Handling correspondence
- Scheduling appointments
- Answering telephones
- Communicating with patients, families, and coworkers
- Creating and maintaining patient medical records
- Handling billing, bookkeeping, and insurance claim form processing
- Performing medical transcription
- Arranging for hospital admissions and testing procedures
- Organizing and managing office supplies
- Explaining treatment procedures to patients
- Educating patients

- Coding for specific procedures and tests when filling out lab requests
- Collecting payments and speaking with patients about collection policies

Clinical duties: Medical assistants’ clinical duties vary according to state law. They may include the following:

- Maintaining asepsis and controlling infection
- Preparing the examination and treatment areas
- Interviewing patients and documenting patients’ vital signs and medical histories
- Preparing patients for examinations and explaining treatment procedures
- Assisting the physician during examinations
- Disposing of contaminated supplies
- Performing diagnostic tests, such as electrocardiograms (ECGs)
- Giving injections (where allowed by law)
- Performing first aid and cardiopulmonary resuscitation (CPR)
- Preparing and administering medications as directed by the physician, and following state laws for invasive procedures
- Removing sutures or changing wound dressings
- Sterilizing medical instruments
- Assisting patients from diverse cultural backgrounds, as well as patients with hearing or vision impairments or physical or mental disabilities
- Educating patients

Medical assistants’ clinical duties may also include processing various laboratory tests. Medical assistants may prepare the

patient for the test, collect the sample, complete the test, report the results to the physician, and report information about the test from the physician to the patient. It must be noted that medical assistants are not qualified to make any diagnoses. Specific laboratory duties may include:

- Performing tests, such as a urine pregnancy test, in the physician's office laboratory (POL)
- Performing Clinical Laboratory Improvements Act (CLIA)-waived tests that have a low risk of an erroneous result, which include urinalysis and blood chemistry
- Collecting, preparing, and transmitting laboratory specimens, including blood, body fluids, cultures, tissue samples, and urine specimens
- Teaching specimen collection to patients
- Arranging laboratory services
- Meeting safety standards and fire protection mandates
- Performing as an Occupational Safety and Health Administration (OSHA) compliance officer

Specialization

Medical assistants may choose to specialize in a specific field of health care, in either an administrative or clinical area. For example, ophthalmic medical assistants help ophthalmologists (physicians who provide eye care) by administering diagnostic tests, measuring and recording vision, testing the functioning of a patient's eyes and eye muscles, and performing other duties. Additional training may be required for a medical assistant to specialize in certain areas.

Administrative specialty areas include the following:

- Multiskilled health-care professional
- Medical office administrator
- Dental office administrator
- Medical transcriptionist
- Medical record technologist
- Coding, billing, and insurance specialist

Clinical specialty areas include the following:

- Histologic technician
- Surgical technologist
- Physical therapy assistant
- CPR instructor
- Medical laboratory assistant
- Phlebotomist

1.2 Membership in a Medical Assisting Association

Certification and Registration

Certification or registration is not required to practice as a medical assistant in *most* states. However, for instance, as of July

2013, the state of Washington now requires certification. *Source:* <https://apps.leg.wa.gov/rcw/default.aspx?cite=18.360&full=true>. You may practice with a high school diploma or the equivalent. However, you will have more career options if you graduate from an accredited school and become certified or registered.

A solid medical assisting program provides the following:

- Facilities and equipment that are up to date
- Job placement services
- A cooperative education program and opportunities for continuing education

1.3 Medical Assisting Credentials

Professional associations set high standards for quality and performance in a profession. They define the tasks and functions of an occupation. They also provide members with the opportunity to communicate and network with one another.

State and Federal Regulations

Certain provisions of the Occupational Safety and Health Act (OSHA) and the Clinical Laboratory Improvements Act of 1988 (CLIA '88) are making mandatory credentialing for medical assistants a logical step in the hiring process. Currently, OSHA and CLIA '88 do not require that medical assistants be credentialed. However, various components of these statutes and their regulations can be met by demonstrating that medical assistants in a clinical setting are certified.

One of the CLIA regulatory categories based on their potential risk to public health is waived tests. Waived tests are "laboratory examination and procedures that have been approved by the Food and Drug Administration (FDA) for home use or that, as determined by the secretary, are simple laboratory examinations and procedures that have an insignificant risk of an erroneous result."

CMA Certification

The Certified Medical Assistant (CMA) credential is awarded by the Certifying Board of the American Association of Medical Assistants (AAMA). The AAMA works to raise the standards of medical assisting to a more professional level.

The AAMA's address is 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606. Phone: 1-312-899-1500 or 1-800-228-2262. Fax: 1-312-899-1259. E-mail: certification@aama-ntl.org. Their website address is www.aama-ntl.org.

The AAMA Role Delineation Study: In 1996 the AAMA formed a committee. Its goal was to revise and update the standards used for accrediting medical assisting programs. Accreditation is defined as a process in which recognition is granted to an education program. The committee's findings were published in 1997 under the title of the "AAMA Role Delineation Study: Occupational Analysis of the Medical Assisting Profession." Included was a new Role Delineation Chart that outlined the areas of competence entry-level medical assistants must master. The Role Delineation Chart was further updated in 2003. The AAMA's certification examination evaluates the mastery of

medical assisting competencies on the basis of the 2003 Role Delineation Study. To take this exam, you must have graduated from a postsecondary accredited program. The National Board of Medical Examiners (NBME) also provides technical assistance in developing the tests. Its website address is www.nbme.org.

The areas of competence listed in the AAMA Role Delineation Study must be mastered by all students enrolled in accredited medical assisting programs. Each of the three areas of competence—administrative, clinical, and general (or transdisciplinary)—contains a list of statements that describe the medical assistant's role.

According to the AAMA, the Role Delineation Chart may be used to:

- Describe the field of medical assisting to other health-care professionals
- Identify entry-level competency areas for medical assistants
- Help practitioners assess their own current competence in the field
- Aid in the development of continuing education programs
- Prepare appropriate materials for home study

Recertification for the CMA is required every five years. The medical assistant may choose to recertify by taking the examination again, or by obtaining 60 continuing education units (CEUs) over this five-year period.

RMA Certification

The Registered Medical Assistant (RMA) credential is awarded by the American Medical Technologists (AMT), an organization founded in 1939. AMT is accredited by the National Commission for Certifying Agencies (NCCA) and a member of the Institute for Credentialing Excellence.

The AMT's address is 10700 West Higgins Road, Suite 150, Rosemont, IL 60018. Phone: 1-847-823-5169. Fax: 1-847-823-0458. E-mail: mail@americanmedtech.org. The AMT's website address is www.americanmedtech.org.

Professional support for RMAs: The AMT offers many benefits for RMAs. These include:

- Insurance programs, including liability, health, and life
- Membership in the AMT Institute for Education
- State chapter activities
- Annual meeting and educational seminars

Recertification for the RMA is required every three years. Also, 30 hours of continuing education credits are required every year to maintain certification.

The American Registry of Medical Assistants (ARMA)

Medical assistants who become certified by passing a national certification examination (for example, the CMA or RMA) and medics in military service may apply for membership with the American Registry of Medical Assistants (ARMA).

ARMA is a national registry established in 1950 that certifies medical assistants who have provided the necessary documentation to be a qualified medical assistant.

ARMA grants qualified members the credential of RMA for clinical medical assistants and RMA-A for administrative medical assistants. The ARMA's website address is <http://arma-cert.org>.

1.4 CMA and RMA Exam Topics

The CMA and RMA qualifying examinations are rigorous. Participation in an accredited program, however, will help you learn what you need to know. The examinations cover several distinct areas of knowledge. These include:

- Administrative knowledge, including scheduling appointments, managing mail and office correspondence, medical records management, collections, insurance processing, and HIPAA (Health Insurance Portability and Accountability Act)
- Clinical knowledge, including examination room techniques; pharmacology—the preparation, calculation, and administration of medications; first aid and emergency care; performing ECGs; specimen collection and laboratory testing
- General medical knowledge, including terminology, anatomy and physiology, behavioral science, and medical law and ethics

The CMA exam is computer based and features 200 multiple-choice questions that have “one best answer” from five different answer choices. There are 180 questions that are scored, and 20 that are pretest questions that are not scored. They are formatted as incomplete statements or questions, and the answer choices either complete the statement or answer the question. After July 15, 2021, the AAMA will change the number and percent of questions by category as follows:

Clinical competency: 106 (59%), including Clinical Workflow; Patient Intake and Discharge, Safety and Infection Control, Procedures/Examinations, and Pharmacology

General: 9 (21%) including Legal and Ethical Issues, and Communication

Administrative: 6 (20%) including Billing, Coding, and Insurance; and Schedule Appoints and Health Information Management

For complete information, go to: CMA (AAMA) Certification Exam Content Outline located at: <http://www.aama-ntl.org>.

Each person taking the test must achieve a passing score on every section in order to become certified. An *unofficial* “pass” or “fail” is given immediately after the test, but final confirmation is mailed within 12 weeks.

The RMA exam is either computer based or can be taken using pencil and paper. It features 210 multiple-choice questions that have “one best answer” from four different answer choices. Candidates have 2.5 hours to complete the exam. It requires recall of facts, understanding of medical illustrations, solving of problems, and interpretation of information from case studies. The computerized version of the exam offers an immediate

pass/fail score. If the pencil-and-paper version is taken, results will arrive by mail within eight weeks. A score of 70 or above is required to pass the exam. Candidates who fail the exam will be given detailed information about areas in which their knowledge was weakest. Anyone retaking the exam must complete the entire examination in full. Like the CMA exam, the RMA covers three areas: general, administrative, and clinical medical assisting knowledge.

1.5 Certified Clinical Medical Assistant (CCMA) Examination

This credential is awarded by the National Healthcareer Association (NHA). The CCMA exam is offered in a written form or by computer via its website. It consists of 150 questions plus 20 pretest questions covering several distinct areas of knowledge. These areas emphasize clinical knowledge, including general assisting, ECG, phlebotomy, and basic lab skills. Also included is preparation of patients, such as taking a medical history, vital signs, physical examination, and patient positioning; biological hazards; emergency first aid; infection control; understanding the structure of a prescription; anatomy and physiology; law and ethics; pharmacology; specimen handling; quality control; use of microscopes; and various laboratory procedures. CCMA's also need 10 hours of continuing education every two years in order to keep their certification. Recertification for the CCMA is required every two years.

The NHA's address is 1161 Overbrook Road, Leawood, KS 66211. Phone: 1-800-499-9092 or 1-913-661-5592. Fax: 1-913-661-6291. E-mail: info@nhanow.com. The website address is <http://nhanow.com>.

1.6 National Certified Medical Assistant (NCMA) Examination

The NCMA exam is offered by the National Center for Competency Testing (NCCT), a for-profit agency. To take the NCMA exam, candidates must have completed either an

approved medical assistant training program or at least two years of on-the-job training that was supervised by a physician. Unlike the other medical assisting exams, the NCMA credential must be renewed every year, and 14 continuing education credits must be earned in order for renewal to be approved. The exam is offered in both computerized and paper forms. It consists of 165 questions, which includes 15 that are not graded. Three hours are allowed to take the exam. The NCMA exam covers a variety of subject areas, which include pharmacology, medical procedures, patient care, phlebotomy, diagnostic tests, electrocardiogram, general office procedures, medical office general management, financial management, and law and ethics.

The NCCT's address is 7007 College Blvd., Suite 385, Overland Park, KS 66211. Phone: 1-800-875-4404. Fax: 1-913-498-1243. The website address is <http://www.ncctinc.com>.

Table 1-1 summarizes the various certification examinations and their related information.

The National Association for Health Professionals (NAHP) (<http://www.nahpusa.com>) offers various credentials for health-care professionals. These include the Medical Assistant, Administrative Health Assistant, Coding Specialist, Dental Assistant, EKG Technician, Patient Care Technician, Pharmacy Technician, Phlebotomy Technician, and Surgical Technician credentials.

1.7 Externships

An externship offers work experience while you complete a medical assisting program. You will practice skills learned in the classroom in an actual medical office environment. A medical assisting extern must be able to accept constructive criticism, be flexible, and also be willing to learn. In an externship, you may be exposed to some procedures that are not performed exactly as you were taught in the classroom or clinical laboratory. Learn as much as possible while on an externship. It is unprofessional to argue with an externship preceptor. Ask your externship preceptor to explain any differences in techniques from what you learned while you were in the classroom.

AT A GLANCE

Medical Assistant Certification Exams

Organization	Credential	Fees	Notes
American Association of Medical Assistants (AAMA)	CMA (5 years)	\$125 for recent graduates and members, \$250 for others	Not-for-profit. Annual fees \$25-\$40 for students, up to \$107 for others, all based on state.
American Medical Technologists (AMT)	RMA (3 years)	\$120	Not-for-profit. Annual fees \$50.
National Healthcareer Association (NHA)	CCMA (2 years)	\$149	For-profit.
National Center for Competency Testing (NCCT)	NCMA (1 year)	\$90 for recent graduates; \$135 for others	For-profit.

Table 1-1

1.8 Preparing for Employment

Career Services will assist you with your resume, interviewing skills, and learning about positions in your field. It is important to include certification awarded in relation to a position on your resume.

New employee: An initial performance evaluation should be given 90 days after employment.

Personal Attributes

Medical assistants can be more effective and productive if they have the personal qualifications of professionalism, empathy, flexibility, self-motivation, integrity and honesty, and accountability. A neat and professional appearance is also essential.

Professionalism: A medical assistant should demonstrate courtesy, conscientiousness, and a generally businesslike manner at all times. It is essential for medical assistants to act professionally with patients, doctors, and coworkers. Present a neat appearance and show courtesy and respect for peers and instructors.

Professionalism is also displayed in your attitude. The medical assistant is a skilled professional on whom many people, including coworkers and patients, depend. Your attitude can make or break your career. A professional always projects a positive, caring attitude. The medical assistant should avoid using terms of endearment with patients and remain strictly professional.

Empathy: Empathy is the ability to put yourself in someone else's situation—to identify with and understand another person's feelings. Patients who are sick, frustrated, or frightened appreciate empathetic medical personnel. It is always advisable for the medical assistant to ask patients if they need any assistance, including disabled patients.

Flexibility: An attitude of flexibility will allow you to adapt to and handle situations with professionalism. For example, when a physician's schedule changes to include evening and weekend hours, the staff also may be asked to change their schedules. Therefore, you must be flexible and meet the employer's needs.

Self-motivation: You must be self-motivated and offer assistance with work that needs to be done, even if it is not your assigned job. For example, if a coworker is on sick leave or vacation, offer to pitch in and work extra time to keep the office running smoothly.

Integrity and honesty: Medical assistants with integrity hold themselves to high standards. Integrity may be characterized by honesty, dependability, and reliability. The most important elements in providing superior customer service to patients are integrity and honesty. If you make an error, be honest about it. In order to have integrity, you must be dependable and reliable.

Accountability: Legal, mental, or moral responsibility. In medicine, it refers to the responsibility for moral and legal requirements of patient care.

Neat appearance: Medical facilities expect externs and their staff to appear as medical professionals. Most require a uniform that consists of a scrub top and bottom and a lab jacket. Your name tag or badge should always be worn and visible to patients. Visible tattoos must be covered. Your hair should be

a natural color and pulled back from your face and off the collar. Perfumes and colognes should be avoided because patients with respiratory conditions or allergies may not be able to tolerate them.

Dependability: This is shown by arriving to work on time, reporting absences ahead of time, generally avoiding absenteeism, following orders, making notes of completed tasks, and preparing materials needed for work.

Initiative: Demonstrating the ability to initiate work, action, and decisions.

Credibility: The quality of being believable and worthy of trust.

Attitude: A positive, upbeat demeanor toward work and individuals.

Test-Taking Preparation

It is important to understand all of the content that the examination you choose to take will include. You must create a study schedule and follow it closely. Waiting until the last minute is never a good idea, and may even cause you to fail. Each of these exams is difficult and requires sufficient study in order to pass.

It is suggested that you take as many practice exams as possible prior to taking either the CMA, RMA, CCMA, or NCMA exam. When taking a practice exam, make sure to read all of the answer key content, including the rationales for each correct answer, and each incorrect answer. This will greatly help you to understand the material more deeply, and is a great way to study. The various organizations that offer these certification exams also provide guides and study materials to help you prepare. There are also exam study groups, handbooks, and other materials available via the Internet. Another important suggestion is to practice doing mathematic calculations without the use of a calculator or scratch paper, both of which are not allowed when you take an actual exam.

On the day of the exam, make sure you are well rested, wearing comfortable clothing, wearing a watch if you have one, and have eaten enough so that you do not get hungry during the exam. It is not suggested that you study right up until you leave to take the exam, since it is important to allow yourself a little "buffer time." Then, you will be more prepared to absorb the questions, and take in and process information. Arrive early, and make sure you bring whatever materials are required to enter the examination area. Do not bring anything else that will not be allowed into that area. Once inside, remember not to talk to anyone else taking the exam. Never leave the examination area without the permission of the test administrator. Be ready to get started, and remember that with all of your preparations, you should do very well.

The most important thing to remember when taking one of these exams is to read each question carefully, paying attention to detail. Questions that contain the words "except" or "not" can be tricky if you read them too quickly. Before you look at the answer choices, see if you have the answer already in mind. This way, the answer choices will not influence your selection, and you are less likely to choose incorrectly. Usually, one or more of the answer choices can be easily eliminated. Another tip is to cross off each of these in order to focus on the other remaining choices more effectively. Methods of "marking"

various questions vary between computerized versions of the exams, but paper exams are obviously easy to mark up.

Do not spend too much time on each question; instead, circle those that seem more difficult and come back to them. Pace yourself as you move through the various sections of the test. Do not simply go straight through the questions and attempt to answer each of them while not paying attention to the time that you are spending on each.

Make sure you respond to each question. No points will be subtracted for incorrect answers—you are only graded on the amount that you answer correctly. For the more difficult questions, eliminate as many answer choices as possible prior to

making your selection. For paper exams, make sure you monitor your answer sheet carefully so that you are filling in the correct area for each question. If you must erase or change an answer, make sure you do it clearly so that your intended answer is obvious. At the end of an exam, or a section of an exam, if you still have extra time, go back over your answers to double check for any errors.

Give your eyes a break during your exam by looking away from the computer monitor or the test paper briefly, every 10–15 minutes. Excessive concentration while focusing on them can cause eye strain, resulting in a headache.

CHAPTER 1 REVIEW



Instructions:

Answer the following questions.

1. Accreditation may be defined as
 - A. a contract that specifies an agreement.
 - B. permission to engage in a profession.
 - C. permission to be licensed.
 - D. an assessment of an individual's performance.
 - E. a process in which recognition is granted to an education program.
2. Which of the following organizations offers the Registered Medical Assistant credential?
 - A. AMA
 - B. AAMA
 - C. AMT
 - D. CDC
 - E. NBME
3. The CMA and RMA examinations cover all of the following distinct areas of knowledge *except*
 - A. calculations for preparing medications.
 - B. HIPAA.
 - C. criminal justice.
 - D. medical records.
 - E. behavioral science.
4. Which of the following professional attributes indicates the ability to identify with someone else's situation?
 - A. empathy
 - B. professionalism
 - C. self-motivation
 - D. integrity
 - E. flexibility
5. After you become a certified clinical medical assistant, how often is recertification required?
 - A. every year
 - B. every two years
 - C. every three years
 - D. every five years
 - E. every seven years
6. Which of the following terms describes behaving courteously, conscientiously, and in a generally businesslike manner?
 - A. self-motivation
 - B. professionalism
 - C. job description
 - D. ethics
 - E. morals
7. Which of the following constitutes unprofessional behavior when interacting with an externship preceptor?
 - A. accepting criticism
 - B. arguing
 - C. being flexible
 - D. listening to instructions
 - E. having references
8. Which of the following is the correct website address for the National Board of Medical Examiners?
 - A. www.nbme.org
 - B. www.nbme.gov
 - C. www.nbm.com
 - D. www.meboard.com
 - E. www.medexam.com
9. Which of the following is *not* an example of a medical assistant's clinical duties?
 - A. preparing patients for examinations
 - B. interviewing patients and documenting their vital signs
 - C. performing diagnostic tests
 - D. explaining treatment procedures to patients
 - E. diagnosing communicable diseases
10. A patient with a physical disability comes to the office. The most appropriate response by the medical assistant is to
 - A. express sympathy regarding the disability.
 - B. tell your supervisor.
 - C. ask the patient whether assistance is needed.
 - D. ask the patient how the disability occurred.
 - E. assume that the patient needs assistance and begin giving aid.