

# MEDICAL OFFICE PROCEDURES (250) REGIONAL – 2016

Part I – Multiple Choice (20 @ 5 points each)	_____	(100 points)
Part II – Matching (5 @ 3 points each)	_____	(15 points)
Part III – Abbreviations (15 @ 4 points each)	_____	(60 points)
Part IV – Telephone Message (1 @ 25 points)	_____	(25 points)
Part V – SOAP Note	_____	(100 points)
<b><i>TOTAL POINTS</i></b>	_____	<b><i>(300 points)</i></b>

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

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

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

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*Workplace Skills Assessment Program* competition.

## **General Instructions**

1. Make certain this test booklet contains Parts I-V.
2. Correct all errors.
3. For any problem where you would normally use your reference initials, use your contestant number. Your name or initials should NOT appear on any work you submit. Key your contestant number and job number in a footer on all documents in the lower left-hand corner of all work submitted.  
EX: 99-9999-9999  
Job 1
4. If you finish before the end of the testing time, notify the proctor of the contest. Time may be a factor in determining the winner in the event of a tie.
5. When turning in your completed work, place your scoring sheet on top of all of your jobs. The jobs should be arranged in numerical order. Turn in all partial jobs completed.

**Part I - Multiple Choice 20 @ 5 for 100 pts. Identify the letter of the choice that best completes the statement or answers the question.**

1. Which of these items can be used to organize files?
  - A. Folders
  - B. Templates
  - C. Contracts
  - D. All of the above
  
2. Sam is responsible for taking care of the office equipment. What is the term for keeping equipment in working order?
  - A. Maintenance
  - B. Clean up
  - C. Troubleshooting
  - D. Backup
  
3. As an assistant, you may be responsible for which of the following inventory-related tasks?
  - A. Ordering supplies
  - B. Storing supplies
  - C. Paying for supplies
  - D. All of the above
  
4. Why is it important for medical offices to set guidelines for protecting electronic information?
  - A. It is less expensive than preventative maintenance.
  - B. Computers store a lot of easily accessible personal information.
  - C. Medical offices are converting medical records from an electronic form to a paper form.
  - D. Computers are more trouble than they are worth.
  
5. What is the basic unit of storage for computers?
  - A. Files
  - B. Filing system
  - C. File management software
  - D. Backup copy
  
6. What is the name of the document that lists the items included in a shipping order?
  - A. A statement
  - B. A supply order
  - C. A packing slip
  - D. An itemization
  
7. Which of the following systems would you use to track supplies?
  - A. A purchasing system
  - B. An inventory system
  - C. A storage system
  - D. A supply system

8. What is the telephone feature required to interrupt a conversation to answer another call?
  - A. Voicemail
  - B. Speakerphone
  - C. Call forwarding
  - D. Hold
  
9. Who should hang up first at the end of a call?
  - A. The office assistant
  - B. The caller
  - C. It does not matter
  - D. The receptionist
  
10. What is the correct way to handle a telephone handset?
  - A. Prop it between the ear and shoulder
  - B. Hold it under the chin
  - C. Grasp it around the middle
  - D. All of the above
  
11. Why should an assistant smile when talking on the telephone?
  - A. It will increase the volume of the sound.
  - B. It will be heard in the voice just as it would be seen in person.
  - C. It will make sure that the mouthpiece is in the correct position.
  - D. It is a good customer service practice.
  
12. When sorting mail, where should the most urgent and important mail be placed?
  - A. At the bottom of the pile
  - B. At the top of the pile
  - C. In the middle of the pile
  - D. In the folder marked "Routine"
  
13. Which of these items is used to communicate with people outside of a medical practice?
  - A. Business letters
  - B. Memos
  - C. Agendas
  - D. All of the above
  
14. What style of business letter has all of the lines beginning at the left margin?
  - A. Modified block
  - B. Block
  - C. Semi-block
  
15. What is the most important part of an envelope?
  - A. The delivery address
  - B. The return address
  - C. The special notations
  - D. The confidential notation

16. An assistant's ability to recognize and connect with how a patient feels is an example of which quality?
  - A. Respect
  - B. Enthusiasm
  - C. Empathy
  - D. Flexibility
  
17. The office environment affects how a patient feels during and after their appointment.
  - A. True
  - B. False
  
18. Why must office assistants be dependable?
  - A. Patients count on assistants.
  - B. Co-workers count on assistants.
  - C. Assistants' tasks are important to the office.
  - D. All of the above
  
19. Which of the following is a negative form of nonverbal communication?
  - A. Making eye contact
  - B. Frowning
  - C. Smiling
  - D. Nodding head in agreement
  
20. Who owns the information within a patient's medical record?
  - A. The medical facility
  - B. The government
  - C. The physician
  - D. The patient

(Attach to work to be submitted for grading.) Contestant Number \_\_\_\_\_

**Part II—Medical Terminology Matching 5 @ 3 points each = 15 points possible**

*Directions: Write the letter next to the number that best matches the definitions below.*

- A. Otolaryngologist
- B. Primary Care Physician
- C. Cardiologist
- D. Orthopedic Specialist
- E. Pediatrician

1. \_\_\_\_\_ treats disorders of the ear, nose and throat
2. \_\_\_\_\_ treats general medical and family practice
3. \_\_\_\_\_ treats the skeletal system
4. \_\_\_\_\_ treats general medical problems in infants and children
5. \_\_\_\_\_ treats and diagnoses problems with the heart and blood vessels

(Attach to work to be submitted for grading.) Contestant Number \_\_\_\_\_

**Part III—Abbreviations 15 @ 4 points each = 60 points possible**

*Directions: Write what each medical abbreviation stands for:*

1. EMR \_\_\_\_\_
2. b.i.d./BID \_\_\_\_\_
3. PMH \_\_\_\_\_
4. WNL \_\_\_\_\_
5. T \_\_\_\_\_
6. t.i.d./TID \_\_\_\_\_
7. dx \_\_\_\_\_
8. MI \_\_\_\_\_
9. Ca \_\_\_\_\_
10. OR \_\_\_\_\_
11. OTC \_\_\_\_\_
12. IV \_\_\_\_\_
13. NVD \_\_\_\_\_
14. HTN \_\_\_\_\_
15. c/o \_\_\_\_\_

**Part IV—Telephone Message—25 points possible**

*Complete the following phone message. Use today's date and current time.*

*Leo McCarthy called Dr. Stewart regarding refilling his medication. He is currently taking Omeprazole 10 mg qd. He would like to have this faxed to his pharmacy, CVS 120 Main St. FAX# 774-233-9988. Any questions he can be reached @ 366-999-4546*

MESSAGE		
TO _____	DATE _____	TIME _____
FROM _____		
PHONE _____		
<input type="checkbox"/> PLEASE CALL	<input type="checkbox"/> RETURNED YOUR CALL	<input type="checkbox"/> WILL CALL AGAIN
REGARDING _____		
_____		
_____		
TAKEN BY _____		



**Part V: SOAP Note—100 points**

Patient Name: Leo McCarthy

PCP: Martha Stewart, M.D.

Date of Birth: 01/22/49

Date of Exam: one week before today (###/##/2016)

Sex: Male

**SUBJECTIVE:**

Patient returns after undergoing barium swallow last week. He is not in as much discomfort as his last visit. States that he has been taking clear liquids only and is very hungry.

**OBJECTIVE:**

Lab results are back. Chem 7 shows slightly elevated glucose at 133. CBC and UA are normal. Barium swallow shows two small areas of ulceration.

**ASSESSMENT:**

Gastric ulcer.

**PLAN:**

Reduce Omeprazole to 10 mg qd. Recheck glucose at return visit in 4 weeks.



# MEDICAL OFFICE PROCEDURES (250)

## REGIONAL – 2016

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Part V – SOAP Note	_____	(100 points)
<b><i>TOTAL POINTS</i></b>	_____	<b><i>(300 points)</i></b>

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

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**MEDICAL OFFICE PROCEDURES - REGIONAL 2016**  
**ANSWER KEY**  
**Page 3 of 7**

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

**Part I - Multiple Choice 20 @ 5 = 100 points**

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



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**ANSWER KEY**  
**Page 4 of 7**

**Part II—Medical Terminology Matching 5 @ 3 points each = 15 points possible**

*Directions: Write the letter next to the number that best matches the definitions below.*

- A.** Otolaryngologist
- B.** Primary Care Physician
- C.** Cardiologist
- D.** Orthopedic specialist
- E.** Pediatrician

1. \_\_\_\_ **A** \_\_\_\_\_ treats disorders of the ear, nose and throat
2. \_\_\_\_ **B** \_\_\_\_\_ treats general medical and family practice
3. \_\_\_\_ **D** \_\_\_\_\_ treats the skeletal system
4. \_\_\_\_ **E** \_\_\_\_\_ treats general medical problems in infants and children
5. \_\_\_\_ **C** \_\_\_\_\_ treats and diagnoses problems with the heart and blood vessels



**MEDICAL OFFICE PROCEDURES - REGIONAL 2016**  
**ANSWER KEY**  
**Page 5 of 7**

**Part III—Abbreviations 15 @ 4 points each = 60 points**

*Directions: Write what each medical abbreviation stands for:*

- |     |            |   |
|-----|------------|---|
| 1.  | EMR        | <b>electronic medical record</b>        |
| 2.  | BID        | <b>twice a day</b>                      |
| 3.  | PMH        | <b>Past Medical History</b>             |
| 4.  | WNL        | <b>within normal limits</b>             |
| 5.  | T          | <b>temperature</b>                      |
| 6.  | t.i.d./TID | <b>three x day or three times a day</b> |
| 7.  | dx         | <b>diagnosis</b>                        |
| 8.  | MI         | <b>myocardial infarction</b>            |
| 9.  | Ca         | <b>cancer</b>                           |
| 10. | OR         | <b>Operating Room</b>                   |
| 11. | OTC        | <b>over the counter</b>                 |
| 12. | IV         | <b>intravenous</b>                      |
| 13. | NVD        | <b>nausea, vomiting, diarrhea</b>       |
| 14. | HTN        | <b>hypertension</b>                     |
| 15. | c/o        | <b>complains of</b>                     |



**Part IV—Telephone Message—25 points possible**

*Complete the following phone message. Use today's date and current time.*

*Leo McCarthy called Dr. Stewart regarding refilling his medication. He is currently taking Omeprazole 10 mg qd. He would like to have this faxed to his pharmacy, CVS 120 Main St. FAX# 774-233-9988. Any questions he can be reached @ 366-999-4546*

**MESSAGE**

TO	Dr. Stewart <b>2pt</b>	DATE	xx/xx/2016 <b>2pt</b>	TIME	X:XX <b>2pt</b>
FROM	Leo McCarthy <b>2pt</b>				
PHONE	366-999-4546 <b>2pt</b>				
<input type="checkbox"/> PLEASE CALL		<input type="checkbox"/> RETURNED YOUR CALL		<input type="checkbox"/> WILL CALL AGAIN	
REGARDING	Refill on his medication faxed over to CVS 774-233-9988.				
	<i>Omeprazole 10 mg qd (12pts)</i>				
<b>(Graders, in the regarding line: as long as contains wording regarding that they need a refill, what drug is needed and pharmacy name &amp; number is stated, the message is ok</b>					
TAKEN BY			contestant #	<b>3pt</b>	



**Part V: SOAP Note—100 points**

All Margins: 1”  
Patient Name Line: 2.5” from top  
***Graders:** If a contestant corrects a mistake but the answer key is wrong, the contestant should not be marked wrong. Please accept it either way.*

Patient Name: Leo McCarthy

PCP: Martha Stewart, M.D.

Date of Birth: 01/22/49

Date of Exam: one week before today (##/##/2016)

Sex: Male

**SUBJECTIVE:** Patient returns after undergoing barium swallow last week. He is not in as much discomfort as his last visit. States that he has been taking clear liquids only and is very hungry.

**OBJECTIVE:** Lab results are back. Chem 7 shows slightly elevated glucose at 133. CBC and UA are normal. Barium swallow shows two small areas of ulceration.

**ASSESSMENT:** Gastric ulcer.

**PLAN:** Reduce Omeprazole to 10 mg qd. Recheck glucose at return visit in four weeks.

\_\_\_\_\_  
Martha Stewart, M.D.

MS:xx (contestant #)

D: yesterday’s date

T: today’s date

<b>Scoring</b>	
Use production standards when grading	<i>100 points possible</i>
0 errors	100 points
1 error	90 points
2 errors	70 points
3 or more errors	0 points