

# MEDICAL OFFICE PROCEDURES (28)

## Regional – 2008

**TOTAL POINTS** \_\_\_\_\_ **(335)**

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

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

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

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*Workplace Skills Assessment Program* competition.

**PART I: Multiple-Choice Questions (Record answers on Scantron sheet)**

1. A drop in body temperature during prolonged exposure to cold is called \_\_\_\_\_.
  - a. heatstroke
  - b. hypothermia
  - c. shock
  - d. sunstroke
  
2. An elective surgery is scheduled \_\_\_\_\_.
  - a. any day or time that the patient requests
  - b. on certain days when the doctor is scheduled to be in the operating room
  - c. when the hospital has an operating room available
  - d. when the office schedule is not busy
  
3. A patient needs immediate attention but his physician has been called away to an emergency at the hospital. The best solution is to \_\_\_\_\_.
  - a. have the patient wait until the physician returns
  - b. make sure the patient is seen by another physician
  - c. let the patient leave, but have him return later that day
  - d. cancel the patient's appointment, but have him call to talk to the physician
  
4. Which of the following is what the patient owes after the insurance company has paid?
  - a. Premium
  - b. Exclusion
  - c. Subscriber liability
  - d. Comorbidity
  
5. A decrease in the number of platelets in the circulating blood is \_\_\_\_\_.
  - a. leukocytopenia
  - b. thrombocytopenia
  - c. hypochromia
  - d. anemia
  
6. What is gastroenterology?
  - a. The study of the stomach and intestine and associated diseases
  - b. One who specializes in the study of the stomach and intestines and associated diseases
  - c. The study of the rectum and associated diseases
  - d. One who specializes in the study of the rectum and associated diseases
  
7. Loss of calcium from bone is called?
  - a. Dehydration
  - b. Decalcification
  - c. Ostealgia
  - d. Alkalosis
  
8. Bactericidal means \_\_\_\_\_.
  - a. bacterial fission
  - b. bacterial toxemia
  - c. capable of killing bacteria
  - d. stopping the growth of bacteria

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9. Myasthenia gravis is \_\_\_\_\_.
  - a. a disease characterized by muscular weakness
  - b. a disease characterized by tetany
  - c. a condition characterized by cardiac failure, weakness, and edema in the lower extremities
  - d. development of an infarct in the myocardium
  
10. Podiatry deals specifically with \_\_\_\_\_.
  - a. children
  - b. the elderly
  - c. the internal organs
  - d. the foot
  
11. Colitis is inflammation of the \_\_\_\_\_.
  - a. soft palate
  - b. stomach
  - c. chorion
  - d. large intestine
  
12. To help prevent a malpractice claim with patients, a good assistant should \_\_\_\_\_.
  - a. keep everything you hear, see, and read about patients confidential
  - b. prescribe treatment if you think you know what is wrong with a patient
  - c. keep treatment information from another physician from your boss
  - d. talk to other physicians about patients
  
13. Voice mail is often used in conjunction with a \_\_\_\_\_.
  - a. fax machine
  - b. automated menu
  - c. answering service
  - d. pager
  
14. The first step in troubleshooting is to \_\_\_\_\_.
  - a. eliminate possible simple causes of the problem
  - b. test the machines to determine what it is failing to do
  - c. consult the equipment manual
  - d. call the manufacturer
  
15. In addition to the postage meter, a \_\_\_\_\_ is needed.
  - a. fax machine
  - b. photocopier
  - c. scale
  - d. check writer
  
16. A collection of records created and stored on a computer is a(n) \_\_\_\_\_.
  - a. application
  - b. icon
  - c. database
  - d. word processing files
  
17. Determining how long patient records are kept in the office after they have become inactive or closed is called \_\_\_\_\_.
  - a. record management
  - b. a retention schedule
  - c. a numeric filing system
  - d. an alphabetic filing system

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18. Medical records include which of the following information about a patient?
  - a. Criminal record
  - b. Insurance coverage
  - c. Family disputes
  - d. Job experience
  
19. Which of the following means "increased pulse"?
  - a. Tachycardia
  - b. Bradycardia
  - c. Hypotension
  - d. Hypertension
  
20. Which of the following means "out of the usual place"?
  - a. Ectopic
  - b. Echo
  - c. Diaphoresis
  - d. Malaise
  
21. Which of the following means "a falling off in scales or layers"?
  - a. Nulliparous
  - b. Primigravida
  - c. Exfoliation
  - d. Morphologic
  
22. Which of the following specializes in the problems of the elderly?
  - a. Gynecology
  - b. Gerontology
  - c. Oncology
  - d. Kinesiology
  
23. Proctoscopy is examination of \_\_\_\_\_.
  - a. protein in the blood
  - b. the prostate gland
  - c. the testes
  - d. the rectum
  
24. Laryngitis may lead to \_\_\_\_\_.
  - a. photophobia
  - b. keratosis
  - c. dysphasia
  - d. dysphonia
  
25. Inflammation of the gums and tongue is \_\_\_\_\_.
  - a. cheilostomatosis
  - b. gingivoglossitis
  - c. rhinopharyngitis
  - d. myelencephalitis

Part II: Abbreviations

**(Attach to Score Sheet)**

Contestant No.: \_\_\_\_\_

Complete the table by writing the meaning of each of the following medical word abbreviations.

<b>WORD PART</b>	<b>MEANING</b>
ABC	1.
a.d.	2.
BS	3.
CHD	4.
CVA	5.
EENT	6.
gt.	7.
ICU	8.
LPN	9.
MS	10.

Part III Medical Office Transcription

Dr. David Johnson's transcriber has broken. You need to read his handwritten appointment notes that came from his last patient appointment. As the medical transcriptionist, you are to put it into proper S.O.A.P. format. Place your contestant number in the left side of the footer of the transcription, and anywhere that transcriptionist's initials would normally appear.

July 10, 2007

Mr. Bell is a 46-year-old male born June 16, 1961. He came to the clinic this morning complaining about a cut to his right thumb, which he sustained when cutting some wood at home on a table saw. Mr. Bell expressed no severe pain. Before coming to the clinic, he cleaned the wound and wrapped the thumb in a clean towel.

Temperature, pulse, and blood pressure were all within normal limits. A 5.5 c. laceration to the lateral aspect of the right thumb was examined. Laceration was clean without any debris.

Movement of the thumb was normal (tendon intact). HEENT: Normal except for an injected throat; no discharge. HEART: RRR; no murmurs, clicks, or rubs. EXTREMITIES: Normal except for the laceration (right thumb). NEURO: Normal--pinprick to the right thumb was normal.

5.5 cm laceration to the right thumb, lateral aspect.

Laceration sutured (8.0 Prolene, interrupted suture) after proper cleansing and anesthesia.

Tolerated well, with no complaints. Augmentin, 250 mg po tid for 10 days. Irrigation of wound with wood alcohol. Return to clinic in three days for recheck. Tylenol or Motrin for pain. Call clinic if infection ensues before return appointment.

Dr. Johnson

Contestant No.: \_\_\_\_\_

Part IV Medical Office Proofreading

Please circle the 15 errors within this discharge summary.

**Patient Name:** Curt Kinsey  
**Hospital No.:** 31898  
**Admitted:** 03/21/XXXX  
**Discharged:** 03/26/XXXX  
**Consultations:** None.  
**Procedures:** Bilateral corection of hallux valgus with osteotomy, right; Akin procedure, left.  
**Complications:** None.  
**Admitting Diagnoses:** Bilateral hallux valgus.

This 15-year-old young women was admitted for scheduled surgery as listed above.

LABORATORY DATA ON ADMISSION: WBC 6.5, RBC 4.53, hemoglobin 14.1, hematocrit 41, MCV 92, MCH 31.1 MCHC 3.2 platelets 26,10; differential, 42 polys, 40 lmphs, 3 bands, 10 monos, 5 eos. Urinalysis, clear yellow with specific gravity 1,025, PH 5, glucose negative, kytones negative, bilirubin negative. No red cells, no white cells, urobilinogen normal. RPR nonreactive. Postoperative chest film normel.

HOSPITAL COURSE: Patient respunded to anesthesia uneventfully. Postoperatively patient was hemodynamically stable, afebrile. Physical therapy were instituted during hospital stye. Therapist taught the patient to use crutches, including on stares and at curbs. Patient did well postoperatively and with the pyhsical therapy.

DISCHARGE DIAGNOSIS: Bilateral hallux valgus, corrected.

DISCHARGE INSTRUCTIONS: Crutches, keep lower limbs iced and ellevated as much as possible.

---

Bill Perry, M.D.

BP:rs  
D:07/26/XXXX  
T:07/30/XXXX



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**TOTAL POINTS** \_\_\_\_\_ **(335)**

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***Judges/Graders:***

Please double-check and verify all scores!

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**Multiple Choice Questions (25 @ 5 points each)**

**125 points**

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



**Part II: Abbreviations**

5 Points Each = 50 Points Total

Complete the table by writing the meaning of each of the following medical word parts:

<i>WORD PART</i>	<i>MEANING</i>
ABC	1. airway, breathing, and circulation
a.d.	2. up to
BS	3. blood sugar; breath sounds
CHD	4. coronary heart disease
CVA	5. cerebrovascular accident or (stroke)
EENT	6. eyes, ears, nose, and throat
gt.	7. drop
ICU	8. intensive care unit
LPN	9. licensed practical nurse
MS	10. multiple sclerosis

**Scoring:**

**Activity:**

**Points Possible:**

10 x 5 Points Each =

50



### Part III: Medical Office Transcription

100 Points Total; Utilize production standards for grading.

0 errors = 100 pts.

1 error = 90 pts.

2 errors = 70 pts.

3+ errors = 0 pts.

*Note: Contestant should utilize correct S.O.A.P. format from Style &Reference Manual.  
Refer to Style &Reference Manual if needed.*

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Patient Name:

PCP: Dr. David Johnson

Date of Birth: 06 /16/1961

Date of Exam: 07/10/2007

Sex: Male

**(DS)**

**SUBJECTIVE:** Mr. Bell is a 46-year-old male born June 16, 1961. He came to the clinic this morning complaining about a cut to his right thumb, which he sustained when cutting some wood at home on a table saw. Mr. Bell expressed no severe pain. Before coming to the clinic, he cleaned the wound and wrapped the thumb in a clean towel.

**(DS)**

**OBJECTIVE:** Temperature, pulse, and blood pressure were all within normal limits. A 5.5 c. laceration to the lateral aspect of the right thumb was examined. Laceration was clean without any debris. Movement of the thumb was normal (tendon intact). HEENT: Normal except for an injected throat; no discharge. HEART: RRR; no murmurs, clicks, or rubs. EXTREMITIES: Normal except for the laceration (right thumb). NEURO: Normal--pinprick to the right thumb was normal.

**(DS)**

**ASSESSMENT:** 5.5 cm laceration to the right thumb, lateral aspect.

**(DS)**

**PLAN:** Laceration sutured (8.0 Proline, interrupted suture) after proper cleansing and anesthesia. Tolerated well, with no complaints. Augmentin, 250 mg po tid for 10 days. Irrigation of wound with wood alcohol. Return to clinic in three days for recheck. Tylenol or Motrin for pain. Call clinic if infection ensues before return appointment.

**(QS from last line of report to signature line.)**

---

**David Johnson, M.D.**

**(DS)**

DJ:Contestant Number

D: mm/dd/yyyy *key date of dictation*)

T: mm/dd/yyyy *(key date of recorded transcription)*



#### Part IV Medical Office Proofreading

**Activity:**

**Points Possible:**

Each proofreading error missed is minus 4 points.

60

**Note: Shaded items are the errors. Items are corrected in the shaded area.**

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**Patient Name:** Curt Kinsey

**Hospital No.:** 31898

**Admitted:** 03/21/XXXX

**Discharged:** 03/26/XXXX

**Consultations:** None.

**Procedures:** Bilateral correction of hallux valgus with osteotomy, right; Akin procedure, left.

**Complications:** None.

**Admitting Diagnosis:** Bilateral hallux valgus.

This 15-year-old young man was admitted for scheduled surgery as listed above.

LABORATORY DATA ON ADMISSION: WBC 6.5, RBC 4.53, hemoglobin 14.1, hematocrit 41, MCV 92, MCH 31.1 MCHC 3.2 platelets 26,100; differential, 42 polys, 40 lymphs, 3 bands, 10 monos, 5 eos. Urinalysis, clear yellow with specific gravity 1,025, pH 5, glucose negative, ketones negative, bilirubin negative. No red cells, no white cells, urobilinogen normal. RPR nonreactive. Preoperative chest film normal.

HOSPITAL COURSE: Patient responded to anesthesia uneventfully. Postoperatively patient was hemodynamically stable, afebrile. Physical therapy were instituted during hospital stay. Therapist taught the patient to use crutches, including on stairs and at curbs. Patient did well postoperatively and with the physical therapy.

DISCHARGE DIAGNOSIS: Bilateral hallux valgus, corrected.

DISCHARGE INSTRUCTIONS: Crutches, keep lower limbs iced and elevated as much as possible.