

# MEDICAL OFFICE PROCEDURES (28)

## Regional—2007

**Objective Questions** (*20 @ 5 pts. each*) \_\_\_\_\_ (100 pts.)

**Production Standards**

**Job 1--** Medical Abbreviations \_\_\_\_\_ (50 pts.)

**Job 2 --**Medical Transcription \_\_\_\_\_ (100 pts.)

**TOTAL POINTS** \_\_\_\_\_ (*250 pts.*)

- Failure to adhere to any of the following rules will result in disqualification.*
- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.*
  - 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.*
  - 3. No programmable cordless calculators, PDAs, or personal information managers may be used in any event.*

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

Do **NOT** open test booklet until instructed to do so.

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Multiple-Choice Questions (*Record answers on scantron sheet*)

1. Insurance companies refer to which group of physicians as primary care physicians?
  - (a) cardiologists and orthopedists
  - (b) pathologists and physiatrists
  - (c) family practitioners and internists
  - (d) gerontologists and endocrinologists
  
2. A neurological disorder characterized by recurring headaches is:
  - (a) Chiroprasty
  - (b) Endocrinologist
  - (c) Oncologist
  - (d) Migraine
  
3. Melanoma is a(n)
  - (a) Prescription.
  - (b) Hemoglobin.
  - (c) Cancerous tumor.
  - (d) Blood clot.
  
4. To use the form of treatment believed to be best for the patient, to refrain from harmful actions, and to keep a patient's private information confidential is part of
  - (a) the state law.
  - (b) the Hippocratic oath.
  - (c) Medical ethics.
  - (d) an employer's rules.
  
5. A legal document addressed to the patient's family and physicians stating what type of treatment the patient wishes or does not wish when terminally ill is a(n)
  - (a) living will.
  - (b) universal donor card.
  - (c) admission sheet.
  - (d) medical history form.
  
6. Medical transcriptionists may work
  - (a) In the hospital
  - (b) In a physician's office
  - (c) In an insurance company
  - (d) All the above
  
7. The medical assistant's goal for working with angry patients is
  - (a) to confront them with their inappropriate behavior.
  - (b) to help them refocus emotional energy toward solving the problem.
  - (c) to tell them the consequences of their angry behavior.
  - (d) to avoid allowing them to discuss their anger.

**MEDICAL OFFICE PROCEDURES**

**REGIONAL 2007**

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8. Physicians' assistants provide patient care
  - (a) Only during emergencies
  - (b) When a licensed RN is present to assist
  - (c) Under the direction of oncologist.
  - (d) Under the supervision and instruction of a licensed physician.
  
9. A patient may file a lawsuit against a physician claiming abandonment
  - (a) If the doctor leaves the patient alone in an exam room.
  - (b) If the patient is not asked to reschedule an appointment.
  - (c) Refers the patient to another physician.
  - (d) If the physician fails to furnish care for the illness.
  
10. The most appropriate way to deal with a family member who accompanies a patient to an appointment is to
  - (a) refuse to talk with the family member.
  - (b) tell the family member that it is inappropriate for them to accompany the patient.
  - (c) ask the patient if they want the family member to accompany them to the examination room.
  - (d) insist that the family member leave the office.
  
11. A collection of records created and stored on a computer is a(n)
  - (a) application.
  - (b) icon.
  - (c) database.
  - (d) word processor.
  
12. Medical records include which of the following information about a patient?
  - (a) criminal record
  - (b) insurance coverage
  - (c) family disputes
  - (d) job instability
  
13. A physician will usually want to take a call that is
  - (a) From an accountant.
  - (b) An urgent call from the hospital.
  - (c) On a progress report on a patient.
  - (d) A prescription refill for a patient.
  
14. When transcribing recorded dictation,
  - (a) listen to small segments of the dictation tape instead of the whole tape.
  - (b) avoid focusing on the rise and fall of the doctor's voice.
  - (c) write down the exact elapsed time on the transcribing equipment's digital counter where problems occur.
  - (d) set the transcribing equipment's speed, tone, and volume slightly faster than your transcribing abilities.

15. A marker made of stiff material and used as a placeholder when someone takes a file out of the filing system is called a(n)

- (a) out guide.
- (b) file label.
- (c) tab.
- (d) file guide.

16. Determining how long to keep patient records 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.

17. A patient calls for a laboratory result, which is abnormal. The medical assistant should

- (a) tell the patient that the physician will call back with the results.
- (b) mail the patient the results.
- (c) read the results of the laboratory test to the patient.
- (d) ask the patient to come to the office to pick up the results.

18. A drop in body temperature during prolonged exposure to cold is called

- (a) heatstroke.
- (b) hypothermia.
- (c) shock.
- (d) sunstroke.

19. 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.

20. 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.

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

**Job 1 - Medical Abbreviations**  
*(Attach to Score Sheet)*

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Write out the correct definition for each of the following medical abbreviations:

1. FBAO \_\_\_\_\_
2. BM \_\_\_\_\_
3. BP \_\_\_\_\_
4. CAD \_\_\_\_\_
5. HB or HgB \_\_\_\_\_
6. CT \_\_\_\_\_
7. DOA \_\_\_\_\_
8. EEG \_\_\_\_\_
9. IV \_\_\_\_\_
10. N & V \_\_\_\_\_

**Job 2 - Medical Transcription**  
(Attach to Score Sheet)

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Dr. David Marks dictation machine has broken down. He has handwritten his office visit with Heather Swenson. Following is his handwritten document. 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.

*I visited with Heather Swenson on July 2, 2007. She is a 37-year-old female, born January 26, 1970. The patient has had a cough and a sore throat for the last two days. Miss Swenson said that she has been taking an over-the-counter medication for her cough and sore throat. Her throat has become worse and she had a fever this morning. She also has a runny nose with a clear discharge. She states no allergies to medications.*

*The patient appears to be ill. Temperature: 101. Respirations about 21, but slightly labored. She looks pale. Throat is infected with a yellowish, purulent discharge. Neck is supple with a few enlarged, palpable lymph nodes. Heart: RRR, and normal. Chest is clear to auscultation.*

*Strep test was positive for strep throat.*

*Prescribed Augmentin, 875 mg po bid times 7 days. Gargle with warm salt-water three times a day, as tolerated. She is to increase her fluids and get rest. Miss Swenson is to reschedule for a one-week visit if her condition worsens or shows no improvement.*

*Date of Dictation: July 3, 2007*

*Date of Transcription: July 9, 2007*



# MEDICAL OFFICE PROCEDURES (28)

## *KEY*

Regional—2007

*TOTAL POINTS*

\_\_\_\_\_ (250 pts.)

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***Graders:***

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

Please double-check and verify all scores!

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**Part I: Multiple-Choice Questions** (*Recorded on scantron sheet*)

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

**Medical Abbreviations**

- |     |           |   |
|-----|-----------|---|
| 1.  | FBAO      | foreign body airway obstruction         |
| 2.  | BM        | bowel movement                          |
| 3.  | BP        | blood pressure                          |
| 4.  | CAD       | coronary artery disease                 |
| 5.  | HB or Hgb | hemoglobin                              |
| 6.  | CT        | computerized tomography                 |
| 7.  | DOA       | dead on arrival                         |
| 8.  | EEG       | electroencephalogram                    |
| 9.  | IV        | intravenously; by intravenous injection |
| 10. | N&V       | nausea and vomiting                     |



Patient Name: Heather Swenson  
Date of Birth: 01/26/1970  
Date of Exam: 07/02/2007

PCP: Dr. David Marks  
Sex: Female

**SUBJECTIVE:** I visited with Heather Swenson on July 2, 2007. She is a 37-year-old female, born January 26, 1970. The patient has had a cough and a sore throat for the last two days. Miss Swenson said that she has been taking an over-the-counter medication for her cough and sore throat. Her throat has become worse and she had a fever this morning. She also has a runny nose with a clear discharge. She states no allergies to medications.

**OBJECTIVE:** The patient appears to be ill. Temperature: 101. Respirations about 21, but slightly labored. She looks pale. Throat is infected with a yellowish, purulent discharge. Neck is supple with a few enlarged, palpable lymph nodes. Heart: RRR, and normal. Chest is clear to auscultation.

**ASSESSMENT:** Strep test was positive for strep throat.

**PLAN:** Prescribed Augmentin, 875mg po bid times 7 days. Gargle with warm salt-water three times a day, as tolerated. She is to increase her fluids and get rest. Miss Swenson is to reschedule for a one-week visit if her condition worsens or shows no improvement.

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David Marks, MD

DM:contestant #

D: 7/03/2007

T: 7/09/2007

**Scoring:**

Use production standards when grading.		100 points
	0 errors	100 points
	1 error	90 points
	2 errors	70 points
	three or more errors	0 points

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