

Exam

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) Communication involves two people who are: 1) _____
A) sending messages. B) receiving messages.
C) both A and B. D) none of the above.

- 2) Communication is: 2) _____
A) a life-long process. B) non-verbal.
C) verbal. D) all of the above.

- 3) Medical charts are legal documents that must be: 3) _____
A) legible. B) accurate.
C) both A and B. D) none of the above.

- 4) Verbal communication is considered to be: 4) _____
A) oral. B) symbolic.
C) written. D) all of the above.

- 5) Written communications allow you to: 5) _____
A) listen carefully. B) speak clearly.
C) edit the message for clarity. D) answer the phone effectively.

- 6) Symbolic communication refers to: 6) _____
A) spoken language. B) sign language.
C) written language. D) all of the above.

- 7) Communication by phone can be difficult because: 7) _____
A) you can only hear the message.
B) you cannot rely on non-verbal clues.
C) both A and B.
D) none of the above.

- 8) When communicating as a medical assistant: 8) _____
A) keep conversation focused and to the point.
B) do not use slang.
C) be professional.
D) all of the above.

- 9) When speaking with patients, when is it acceptable to interrupt them? 9) _____
A) It is never acceptable to interrupt a patient
B) If you are unclear what they are asking
C) Once you understand what they want
D) Anytime, as long as you stay pleasant and understanding

- 10) When communicating in a medical facility you must: 10) _____
A) ask questions if you are unclear.
B) avoid gossip.
C) remain respectful.

D) all of the above.

- 11) It is important to answer the phone in a medical facility: 11) _____
A) before the third ring. B) before the person hangs up.
C) after the first ring. D) before the fifth ring.
- 12) Callers who should never be put on hold are those who are calling 12) _____
about:
A) an emergency situation. B) test results.
C) canceling an appointment. D) making an appointment.
- 13) Common telephone courtesy includes: 13) _____
A) never being hostile or angry.
B) staying focused on the patient and that call.
C) listening without interruption.
D) all of the above.
- 14) ASL refers to: 14) _____
A) American Sign Language.
B) American Standard Language.
C) both A and B.
D) neither A nor B.
- 15) The goal of any communication is to: 15) _____
A) avoid embarrassment.
B) achieve mutual understanding.
C) voice your opinion.
D) none of the above.
- 16) Written communication should be: 16) _____
A) concise. B) clear.
C) well-organized. D) all of the above.
- 17) When creating a written document you should: 17) _____
A) choose your words carefully. B) cite only the facts.
C) both A and B. D) neither A nor B.
- 18) Memos, letters, and messages are used in the office to provide 18) _____
information to the :
A) staff. B) patients.
C) physicians. D) all of the above.
- 19) Written documentation typically found in the patient record includes: 19) _____
A) e-mail.
B) memos, letters, and faxes regarding the patient.
C) both A and B.
D) neither A nor B.
- 20) Symbolic language includes: 20) _____
A) saying "please" and "thank you."
B) Braille.

- C) speaking clearly and carefully.
- D) smiling when you speak.

- 21) When communicating with a hearing-challenged patient you must: 21) _____
A) face the patient at all times.
B) get someone else to talk with the patient.
C) speak very loudly.
D) all of the above.
- 22) Braille is a: 22) _____
A) pattern of raised dots to represent letters.
B) series of hand movements to communicate.
C) system of writing for the blind.
D) both A and C.
- 23) An example of non-verbal communication is: 23) _____
A) writing the message on paper.
B) a smile or a touch.
C) speaking clearly.
D) none of the above.
- 24) The levels of personal space include: 24) _____
A) intimate distance. B) A and C.
C) public distance. D) regional distance.
- 25) Eye contact with a patient: 25) _____
A) is hard to read and understand.
B) shows your interest and that you are listening.
C) causes the patient to question your motive.
D) is not considered body language.
- 26) Effective listening includes: 26) _____
A) not interrupting.
B) noting the behavior and body language.
C) maintaining eye contact without staring.
D) all of the above.
- 27) When communicating with a patient, the medical assistant should avoid 27) _____
interjecting his or her own information because:
A) the goal is to listen to the patient.
B) the medical assistant's information could influence the patient.
C) both A and B.
D) neither A nor B.
- 28) Human development is considered a: 28) _____
A) life-long process. B) lifestyle process.
C) group process. D) individual process.
- 29) The ability to communicate is greatly affected by: 29) _____
A) a lifestyle. B) the developmental stage.
C) a group. D) all of the above.

- 30) The principle that individuals fill their needs at a basic level before moving to a higher level of emotional satisfaction was developed by: 30) _____
 A) Madison. B) Ford. C) Maslow. D) Erikson.
- 31) Patients may be difficult to communicate with: 31) _____
 A) as they age.
 B) if they have strong defense mechanisms.
 C) when they come from different cultural backgrounds.
 D) all of the above.
- 32) A patient may delay medical care for: 32) _____
 A) cultural reasons. B) age factors.
 C) both A and B. D) neither A nor B.
- 33) Defense mechanisms include: 33) _____
 A) gratitude. B) denial.
 C) compensation. D) both B and C.
- 34) Displacement refers to: 34) _____
 A. transferring into another situation an emotion that was felt in the past.
 B. blaming others for your own failures.
 C. avoiding or escaping unpleasant realities.
 D. attempting to overcome an inability or inferiority.
 A)
- 35) Kubler-Ross developed: 35) _____
 A) the stages of grieving. B) hierarchy of needs.
 C) sign language. D) Braille.
- 36) Typically, the first stage of grief is: 36) _____
 A) denial. B) acceptance.
 C) bargaining. D) anger.
- 37) The last stage of grieving is: 37) _____
 A) bargaining. B) anger.
 C) acceptance. D) denial.
- 38) Healthcare providers can assist with the grieving process by: 38) _____
 A) identifying their own needs. B) ignoring the situation.
 C) offering support. D) all of the above.
- 39) When you are speaking with a patient you should: 39) _____
 A) stare at the patient. B) make eye contact.
 C) read the patient's lips. D) avoid looking at the patient.
- 40) Religious or ethnic factors must be considered when identifying: 40) _____
 A) barriers to communication. B) healthcare concerns.
 C) both A and B. D) neither A or B.
- 41) The most common language spoken in the United States after English is: 41) _____
 A) Spanish. B) French. C) Medical. D) German.

SHORT ANSWER. Write the word or phrase that best completes each statement or answers

the question.

- 42) Communicating involves two people that are each sending and receiving _____. 42) _____
- 43) Verbal communication is considered to be oral, _____, or symbolic. 43) _____
- 44) Written communication includes _____, memos, and email. 44) _____
- 45) Symbolic communication uses a language that is _____, such as sign language. 45) _____
- 46) When communicating with a patient you must _____ and repeat the message until it is clear that the patient understands. 46) _____
- 47) Being clear and courteous on the telephone avoids _____ interpretation of your message by the caller. 47) _____
- 48) Written communication should be clear, _____, and concise. 48) _____
- 49) _____ is the most common form of symbolic language 49) _____
- 50) _____ is a pattern of raised dots that is used by the blind to read and write. 50) _____

MATCHING. Choose the item in column 2 that best matches each item in column 1.

Match the term to its definition.

- | | | |
|--|---|-----------|
| 51) Blaming others for one's own failures or for specific events | A) displacement | 51) _____ |
| 52) Transferring into another situation an | B) rationalization
emotion that was felt in the past | 52) _____ |

- | | | |
|---|---|-----------|
| 53) Avoiding or escaping an unpleasant situation by refusing to acknowledge it exists | C) projection
D) denial
E) compensation
F) | 53) _____ |
| 54) Unconsciously storing unpleasant, unacceptable thoughts or desires identification | G) repression | 54) _____ |
| 55) Explaining, excusing, or defending ideas, actions, and feelings | | 55) _____ |
| 56) Trying to overcome an inability or inferiority | | 56) _____ |
| 57) Unconsciously imitating the mannerisms, behaviors, and feelings of another person | | 57) _____ |
| 58) Escaping frustration and conflict by returning to earlier stages of life | A) regression
B) suppression | 58) _____ |
| 59) Storing away or forgetting an unpleasant or emotionally painful experience | C) overcompensation | 59) _____ |
| 60) Repressing unconscious attitudes and replacing with opposing conscious behaviors | | 60) _____ |

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- | | |
|--|-----------|
| 61) When a patient is speaking slowly, the medical assistant should try and finish the patient's sentences. | 61) _____ |
| 62) As a medical assistant, you should feel free to counsel patients or their families through the grieving process. | 62) _____ |
| 63) Symbolic language includes Braille and sign language. | 63) _____ |
| 64) Oral communication is speaking with another person in person or on the phone. | 64) _____ |
| 65) Communication consists of sending messages to and receiving messages from another person. | 65) _____ |
| 66) When English is the patient's second language, particular care must be taken to | taken to |

ensure 66)
that the
patient
understa
nds all
instructi
ons.

—
—

- 67) Communication is not considered a vital role for the medical assistant. 67) _____
- 68) The patient's age and cultural background have no effect on their ability to function in the healthcare system. 68) _____
- 69) Defense mechanisms are various ways that people cope with life situations. 69) _____
- 70) Maslow identified the five emotional stages of grieving. 70) _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 71) List the five emotional stages of grieving. 71) _____
- 72) What is Braille? 72) _____
- 73) Describe how to assist a patient who speaks English as their second language. 73) _____
- 74) List and define the four levels of personal space. 74) _____
- 75) List the four types of body language. 75) _____
- 76) List eight of the common defense mechanisms. 76) _____
- 77) Describe the best way to ensure confidentiality of patient information when faxing records to another facility. 77) _____
- 78) What types of patient information are available through e-mail or over the Internet? 78) _____
- 79) When communicating with a hearing-impaired patient, what is the most important thing a medical assistant can do to communicate effectively? 79) _____
- 80) What is sign language? 80) _____

- 1) C
- 2) D
- 3) C
- 4) D
- 5) C
- 6) B
- 7) C
- 8) D
- 9) A
- 10) D
- 11) A
- 12) A
- 13) D
- 14) A
- 15) B
- 16) D
- 17) C
- 18) D
- 19) C
- 20) B
- 21) A
- 22) D
- 23) B
- 24) B
- 25) B
- 26) D
- 27) C
- 28) A
- 29) B
- 30) C
- 31) D
- 32) C
- 33) D
- 34) A
- 35) A
- 36) A
- 37) C
- 38) C
- 39) B
- 40) C
- 41) A
- 42) messages
- 43) written
- 44) letters
- 45) not vocal
- 46) remain pleasant
- 47) incorrect
- 48) well-organized
- 49) Sign language
- 50) Braille

- 51) C
- 52) A
- 53) D
- 54) G
- 55) B
- 56) E
- 57) F
- 58) A
- 59) B
- 60) C
- 61) FALSE
- 62) FALSE
- 63) TRUE
- 64) TRUE
- 65) TRUE
- 66) TRUE
- 67) FALSE
- 68) FALSE
- 69) TRUE
- 70) FALSE
- 71) denial, anger, bargaining, depression, and acceptance
- 72) Braille is a pattern of raised dots that replace written letters and numbers for the blind.
- 73) Speak slowly and clearly, use gestures to clarify points of concern, and repeat the information as many times as necessary to ensure that the patient and or the patient's support person completely understands what is necessary and why.
- 74) intimate distance 0-18"; personal space 18"-4'; social distance 4'-12', and public distance greater than 12'.
- 75) eye contact, facial expressions, gestures, and posture
- 76) Can be any 8 of the following: compensation, conversion, denial, displacement identification, overcompensation, projection, rationalization, regression, repression, substitution, or suppression.
- 77) Call ahead to alert the receiver that the fax will be sent. Note in the patients chart what you sent by fax, to whom it was sent, and the date and time of the transmission.
- 78) Requesting patient records from another facility, receiving diagnostic test results, researching information, and transmitting requested patient data can all be completed through email. Precertifications, reimbursement billing, and procedure scheduling can often be completed via the Internet.
- 79) For effective communication with someone that is hearing-impaired, the MA must face the patient at all times, because some patients may be able to read lips to some degree. Speak clearly and in a normal tone of voice.
- 80) Sign language is communication using specific hand gestures in place of spoken words and letters.