

Chapter 01: Journey to Professionalism

1. All health care professionals, including medical assistants, are bound by:
 - a. a set of laws.
 - b. a code of ethics.
 - c. required behavior.
 - d. integrity.

ANSWER: b

2. Which of the following could cause the greatest harm to a patient?
 - a. A mistake on the patient's bill
 - b. Incorrect documentation of test results
 - c. Failure to give the provider a message from the patient stating that he or she is feeling better
 - d. A mistake concerning appointment times

ANSWER: b

3. Which of the following contributes to the development of one's professional persona?
 - a. Family
 - b. Religious views
 - c. Friends and peers
 - d. All of the above

ANSWER: d

4. Taking the internal journey of professionalism requires you to:
 - a. perform a self-examination of your character qualities.
 - b. become credentialed.
 - c. interact with your coworkers.
 - d. take extra classes.

ANSWER: a

5. A significant factor that influences our attitude in a positive or negative manner is:
 - a. learning.
 - b. family history.
 - c. emotions.
 - d. None of the above

ANSWER: c

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6. Which action reflects a positive attitude?
- a. Wearing a smile and extending a greeting
 - b. Being flexible
 - c. Accepting constructive criticism
 - d. All of the above

ANSWER: d

7. Falsification of a time sheet is an example of a lack of:
- a. dependability.
 - b. truthfulness.
 - c. compassion.
 - d. integrity.

ANSWER: d

8. Looking for things to do while you are waiting for the provider to finish with a patient is an example of:
- a. integrity.
 - b. dependability.
 - c. initiative.
 - d. reliability.

ANSWER: c

9. Which of the following is an example of good communication skills?
- a. Speaking in a loud voice
 - b. Using pictures
 - c. Eliminating slang from your vocabulary
 - d. Speaking slowly

ANSWER: c

10. A patient's initial impression of you is based on your:
- a. smile.
 - b. attitude.
 - c. tone of voice.
 - d. appearance.

ANSWER: d

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11. Wearing chipped red fingernail polish is an example of:

- a. poor hygiene.
- b. an unacceptable professional appearance.
- c. a poor attitude.
- d. Both a and b

ANSWER: d

12. To fulfill the necessary requirements of a specific organization to perform specific tasks is an example of:

- a. lobbying.
- b. certification.
- c. licensing.
- d. registration.

ANSWER: b

13. Which organization offers the certified medical assistant exam to those meeting specific educational requirements?

- a. AMT
- b. AAMA
- c. NCCT
- d. ARMA

ANSWER: b

14. To sit for the exam offered by the AMT, one must have:

- a. graduated from a CAAHEP- or ABHES-accredited school.
- b. related formal military training.
- c. five years of work experience in the industry.
- d. Any of the above

ANSWER: d

15. Which organization offers the credential RMA without the requirement of testing?

- a. NHA
- b. NCCT
- c. ARMA
- d. ASCP

ANSWER: c

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16. You observe one of your coworkers slipping a prescription pad into the pocket of his coat. What should your next step be?
- Confront the coworker.
 - Tell another coworker what you witnessed.
 - Inform your supervisor.
 - Say nothing at all.

ANSWER: c

17. A neighbor who lives down the street from you is being seen by your employer for a possible STD contracted while having an affair with her next-door neighbor. You are dying to tell your spouse. What information can you share with your spouse?
- That the patient is having an affair with another neighbor
 - That the patient has an STD
 - That the patient was in the office today
 - No information regarding this or any other patient can be shared.

ANSWER: d

18. Which of the following type of credential is a legal document that permits or authorizes the practice of medicine?
- Registration
 - Certification
 - Licensing
 - Validation

ANSWER: c

19. What type of authorization is necessary in order to share information about a patient with another individual?
- Verbal
 - Informed
 - Written
 - Guided

ANSWER: c

20. Which trait or characteristic is not considered desirable in a medical assistant?
- Initiative
 - Self-serving attitude
 - patient and employer-serving attitude
 - Empathy

ANSWER: b

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21. Which of the following is not a credential that can be obtained through the American Medical Technologists?

- a. RMA
- b. CMA
- c. CMLA
- d. RPT

ANSWER: b

22. Which of the following cannot be obtained through the National Healthcareer Association?

- a. CMA (AAMA)
- b. CCMA
- c. CMAA
- d. CPT

ANSWER: a

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Match the following professionalism attribute with its description.

- a. Attitude
- b. Dependability
- c. Tact
- d. Integrity
- e. Compassion
- f. Initiative
- g. Education
- h. Professional communication
- i. Service
- j. Credentialing

23. being sensitive to what is appropriate and suitable

ANSWER: c

24. to show concern and empathy

ANSWER: e

25. strong verbal and written skills

ANSWER: h

26. the way in which a person feels about someone or something

ANSWER: a

27. to take the lead or work independently

ANSWER: f

28. to be reliable or trustworthy

ANSWER: b

29. learn, listen, and adhere to the advice of your teachers

ANSWER: g

30. to possess sound character

ANSWER: d

31. validation of education

ANSWER: j

32. to extend help to others

ANSWER: i

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33. Which of the following would be considered unprofessional?

- a. Hair pulled back and away from the face
- b. Fingernails clean and trimmed
- c. Chewing gum while working
- d. Good hygiene

ANSWER: c

34. A term that signifies that one has fulfilled the necessary requirements of a specific organization to perform specific tasks; usually accomplished through some form of testing.

- a. Certification
- b. Licensure
- c. Registration
- d. Accreditation

ANSWER: a

35. The term that means the ability to put yourself in another person's shoes.

- a. Compassion
- b. Integrity
- c. Empathy
- d. Initiative

ANSWER: c

36. Every day it seems there is more and more to do: family, work, school, etc. Applying the principles of what concept can help you cope?

- a. Managed application skills
- b. Family support groups
- c. Work-life balance
- d. Time management

ANSWER: d

37. To be a successful medical assistant, you will need to incorporate _____ with the technical components of professionalism.

- a. clinical proficiency
- b. soft skills
- c. administrative tasks
- d. All of the above

ANSWER: a

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Match the “Professionalism Key” to its description/components.

- a. Professional communication
- b. Performing as a team member
- c. Engagement
- d. Accountability
- e. Respect
- f. Problem-solving
- g. Mindfulness
- h. Adaptability

38. Encompasses enthusiasm, excellence, work ethic, initiative, and education/credentialing.

ANSWER: c

39. Effective change in response to an altered situation, demonstrate highly effective organization skills, flexible, open-minded to change.

ANSWER: h

40. Honesty, self-confidence, integrity, and dependability (taking responsibility for one’s own actions).

ANSWER: d

41. To be aware, alert, and attentive; to act using your “intelligence.”

ANSWER: g

42. Collaboration; demonstrate stewardship of resources, and a commitment to service.

ANSWER: b

43. The process of working through the details of a problem to reach a solution; critical thinking

ANSWER: f

44. The foundation of every action taken in the health care setting; takes many forms, including the exchange of thoughts, messages, or information, using speech, signals, writing, or behavior.

ANSWER: a

45. The attributes of loyalty, trust (honesty), and compassion.

ANSWER: e