

Chapter 01 Test Bank

Student: _____

1. Of the following, which is *not* an application of an EHR system?
 - A. capture of past medical, family, and social history
 - B. capture of known medication allergies
 - C. capture of insurance policy number
 - D. capture of details of operative procedure(s)

2. Dr. Evans' office has computerized the following functions: appointment scheduling, charge capture, collections, and reporting. These are all found in which type of software?
 - A. electronic health record
 - B. compliance reporting
 - C. database management
 - D. practice management

3. Christine Simmons arrived for her appointment with Dr. Shumaker 20 minutes ago. The healthcare professional has just left the room after taking Christine's vital signs, weight, and a brief history of present illness. What will be the next step in Christine's flow through the overall process?
 - A. The patient will check in.
 - B. Clinical support personnel will meet with the patient.
 - C. The care provider will see the patient.
 - D. The patient will be taken through the check-out process.

4. Jesse Lopez is a healthcare professional at Green Springs Internal Medicine. He has just finished submitting claims to Blue Shield for patients seen yesterday. Jesse was performing what type of function?
 - A. assessment
 - B. registration
 - C. administrative
 - D. clinical

5. Sean Brown is a new care provider and has never before used Prime Suite. He is frustrated, and though you have been trying to help him, he is still having difficulty. What would be sound advice to give to Dr. Brown?
 - A. Direct him to the User's Guide in Prime Suite and show him the index, contents, and search features.
 - B. Have him call the Prime Suite 24-hour help line to speak with a technician.
 - C. Have him ask one of the other care providers in the practice for assistance.
 - D. Make arrangements to meet him at the office on a Saturday to teach him how to use the system.

6. You are a registrar in the admitting office of a hospital; a patient presents to register for an outpatient laboratory test. What will you first access to determine if that patient has ever been seen at that hospital before, or whether you must register him for the first time?
 - A. Master List
 - B. Master Patient (Person) Index
 - C. Diagnosis Index
 - D. Account Summary

7. Physicians' practices sometimes use a service to check for errors on claim forms prior to submitting a claim to the insurance company. The service that processes insurance claims is a:03_03_2015_QC_CS-8306

- A. billing service.
- B. coding service.
- C. clearinghouse.
- D. fiscal intermediary.

8. Roberta is a healthcare professional at Dr. Ingram's office. She has a patient on the phone who wants to make an appointment with Dr. Ingram. What will Roberta first take into consideration when looking for an open appointment time?

- A. the patient's schedule
- B. the reason for the patient's visit
- C. the patient's age
- D. Dr. Ingram's vacation schedule

9. Pieces of data that identify a patient and include such items as name, address, and date of birth are considered what types of data?

- A. demographic
- B. administrative
- C. clinical
- D. financial

10. Which of the following is a type of medical insurance?

- A. Medicare
- B. TRICARE
- C. Self-pay from patient
- D. Workers' Compensation

11. Prime Suite uses a single _____ to store administrative and clinical data on each patient.

- A. payer system
- B. log on
- C. database
- D. Master Patient (Person) Index

12. Though the costs of implementation will be high, which record-keeping costs will ultimately drop as a result of implementing an electronic health record?

- A. training costs
- B. cost of folders and clips to file each record
- C. transcription costs
- D. copying costs

13. Of the following, which contributes to the high cost of electronic health records for the software service provider?

- A. training costs
- B. hardware costs
- C. research and development costs
- D. all of these costs contribute

14. Which of the following statements accurately describes duplicate patient registration entries in an electronic health record system?

- A. It is impossible to duplicate a patient registration in an electronic system.
- B. Duplicate patient registrations can occur if the patient's name was misspelled or the patient was previously registered under a different name.
- C. Duplicate registrations are not a problem in an electronic health record.
- D. There is no need for the registration process within the electronic health record system.

15. Which of the following EHR applications may be more beneficial and efficient for the patient?
- A. ePrescribing
 - B. dictating rather than hand writing the record
 - C. report-writing applications
 - D. interoperability capability
16. What must a care provider do before he/she will see the benefits of an EHR in relation to time spent documenting each patient's visit?
- A. hire a scribe
 - B. dictate all of his/her notes
 - C. use a fill-in-the blank form and then transfer the notes into the EHR
 - D. devote time to learning the new system
17. Research has shown what in relation to the use of an EHR?
- A. Care providers have embraced the use of EHR software willingly.
 - B. There has been a decrease in medical errors through the use of EHR software.
 - C. Patients whose care provider uses an EHR are less likely to be involved in their own care.
 - D. There has been an increase in staff turnover since EHRs have become more popular.
18. Of the following, which is *not* clinical information?
- A. patient's weight
 - B. medication list
 - C. age
 - D. physical exam
19. A care provider is dictating a progress note into speech recognition while the patient is being seen. This dictation is occurring
- A. after the physical exam.
 - B. at the point of care.
 - C. retrospectively.
 - D. instantaneously.
20. In a physician's practice, the documentation of a patient's office visit is often referred to as a
- A. discharge summary.
 - B. physical exam.
 - C. history of present illness.
 - D. progress note.
21. The feature in Prime Suite that guides the user on how specific functions or applications work is known as
- A. Prime Assistance.
 - B. Help.
 - C. Prime Guide.
 - D. Prime Location.
22. During the history of present illness, the healthcare professional asks Ron Albertson for his preferred pharmacy. The healthcare professional then enters the information into Prime Suite. After the care provider has examined and diagnosed Mr. Albertson, he prescribes Amoxicillin and electronically sends the prescription to Mr. Albertson's chosen pharmacy without having to enter any additional information into the ePrescribe module. This is an example of
- A. interoperability.
 - B. interfacing.
 - C. profitability.
 - D. seamlessness.

23. The first step of the information chain in an electronic system is
- A. patient is checked in.
 - B. patient makes the appointment.
 - C. insurance verification is performed.
 - D. co-pay is collected.
24. The patient's bill for an encounter is ready to be sent to the insurer at what point in the encounter?
- A. after the patient has scheduled the appointment
 - B. after the patient has been seen by the care provider
 - C. after the care provider has documented a diagnosis or diagnoses and all charges have been posted
 - D. after the insurance company has pre-approved the visit to the care provider
25. You are a healthcare professional at Greensburg Medical Center and you have just shown a patient, Mrs. Clark, to the check-out desk, where the billing coordinator had just taken the encounter form (superbill) for the visit. Dr. Daniels came to the window and stated that Mrs. Clark left the exam room before receiving her flu shot. What will occur in this case?
- A. Mrs. Clark has already given the encounter form to the billing coordinator, so she will need to make another appointment.
 - B. Mrs. Clark will be taken back to the exam room and will be given a flu shot; however, she will not be charged since she has actually already checked out.
 - C. Mrs. Clark will be taken back to the exam room; she will be given the shot by the healthcare professional, who will document it in Mrs. Clark's record and will then update the encounter form to reflect the charges for the flu shot; at that point, Mrs. Clark will return to the check-out desk.
 - D. Mrs. Clark will be taken back to the exam room and will be given the shot by the healthcare professional; she will then be free to leave.
26. Prime Suite is what kind of computer software?
- A. practice management
 - B. practice management and electronic health records (EHR)
 - C. electronic health records (EHR)
 - D. registration/admission/discharge/transfer
27. Of the following, which does need to be sent to an insurance company on the CMS-1500 claim form?
- A. patient's full name
 - B. patient's address
 - C. history of present illness
 - D. patient's date of birth
- 28.
- The steps listed below are carried out by which staff during an office visit?
- Patient arrives for visit → Update patient information → Check in and collect co-pay → Start patient tracking
- A. care provider
 - B. clinical assistant/nurse
 - C. billing staff
 - D. registration/front-desk staff
29. Joyce Burke is a healthcare professional working at Greenway Medical. She is responsible for compiling insurance claims and checking them for completion. Which area of the office does Joyce most likely work in?
- A. business office
 - B. check-out desk
 - C. front desk
 - D. clinical support

Use the following screenshot to answer questions 30 and 31 (Note to vendor: image is SPU from previous edition)

The screenshot displays the Greenway software interface. The main window is titled 'Desktop' and shows a calendar view for the date 02/12/2011. The appointments are filtered by 'Sub-Chart Test'. The appointments are as follows:

Appt. Date	Appt. Time	Patient Name	Patient ID	Appointment Type	Resource
02/14/2011	10:30 AM	Washington, Kenneth	19891	(ROV) - New Patient Complete	Dr. Ingram
02/14/2011	11:30 AM	Gonzalez, Sylvia	19892	(UCOV) - Pap Only	Dr. Ingram
02/14/2011	12:30 PM	Miller, John	19890	(ROV) - Pre-OP Orr/Zeller	Dr. Ingram
02/14/2011	01:00 PM	Ortega, Juan C.	19896	(ROV) - New Patient Complete	Dr. Ingram

The interface also includes a sidebar with sections for 'Orders', 'Task List', 'Patient List', and 'Patient Charts'. The task list shows 1 Unopened Task and 1 Incomplete Task. The patient list includes names like Ortega, Juan Carlos, Washington, Kenneth, Miller, John, Ortega, Juan Xavier, and Robinski, Mark. The patient charts section lists the same names. The bottom of the window shows a taskbar with various application icons and a system tray with the time 4:33 PM.

30. Of the menu items listed at the top of the screen, which will be used to determine what the shortcut F6 means in Prime Suite?
- A. A/R Management
 - B. Help
 - C. Registration
 - D. Reporting
 - E. Schedule
31. In the screenshot above, which patient is being seen for a Pap smear?
- A. John Miller
 - B. Juan C. Ortega
 - C. Kenneth Washington
 - D. Sylvia Gonzalez
32. Of the following, which is an advantage of adopting an electronic health record?
- A. the cost of implementing an electronic system
 - B. the potential for interoperability with other computerized systems within the practice or hospital
 - C. the high learning curve
 - D. the requirement of little time or effort by the office staff
33. Which of the following functions is carried out during the check-in steps?
- A. Healthcare professional takes medical history.
 - B. Patient calls office for appointment.
 - C. Healthcare professional updates patient information.
 - D. Healthcare professional posts patient charges.
34. Which of the following is a care provider?
- A. Medical Assistant
 - B. Certified Nurse Practitioner
 - C. Certified Nurse Midwife
 - D. Dentist
35. You are the office manager of Prime Internal Medicine. You have been encouraging the three care providers in the practice to convert to an electronic health record. They have asked you to give your arguments for conversion to an electronic health record and to present it to them in written form by the end of the week. How will you argue the point for adoption of an EHR?
36. Give an example and explain why the processes outlined in the Clinical Staff/Care Provider Flowchart may need to be repeated once the patient checks out from her current visit.

37. There is a high learning curve when implementing an electronic health record. Describe what this statement means.

38. You have been asked to speak at a local organization about the electronic health record. You have been asked "Why has it taken so long to use computerized health records other industries have conducted business by computer for a long time." How will you answer?

39. Dr. Philips left Daniel James' chart in the office with him after she completed examining the patient. Doing so may cause concern. Why?

40. Name at least three functions that are carried out through the use of Practice Management software (be specific in your answer).

41. Name at least three functions that are carried out through the use of electronic health records software (be specific in your answer).

Chapter 01 Test Bank Key

1. Of the following, which is *not* an application of an EHR system?

- A. capture of past medical, family, and social history
- B. capture of known medication allergies
- C. capture of insurance policy number**
- D. capture of details of operative procedure(s)

An EHR system does not have a function to capture an insurance policy number; that would be part of a practice management program. The capture of past medical, family, and social history, known medication allergies, and details of operative procedure(s) is all clinical in nature, and is therefore part of the patient's health record.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: VI.C.4 Define types of information contained in the patient's medical record

CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

CAHIIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 1 Easy

Learning Objective: 01.03

Topic: Electronic Health Record Applications

2. Dr. Evans' office has computerized the following functions: appointment scheduling, charge capture, collections, and reporting.

These are all found in which type of software?

- A. electronic health record
- B. compliance reporting
- C. database management
- D. practice management**

Practice management software allows an office to computerize functions such as appointment scheduling and collections.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: VI.C.2 Identify advantages and disadvantages of the following appointment systems

CAAHEP: VI.P.6 Utilize an EMR

CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

3. Christine Simmons arrived for her appointment with Dr. Shumaker 20 minutes ago. The healthcare professional has just left the room after taking Christine's vital signs, weight, and a brief history of present illness. What will be the next step in Christine's flow through the overall process?
- A. The patient will check in.
 - B. Clinical support personnel will meet with the patient.
 - C.** The care provider will see the patient.
 - D. The patient will be taken through the check-out process.

After vital signs and history are taken, a patient will see a care provider.

*ABHES: 7.e Apply scheduling principles
Accessibility: Keyboard Navigation
Blooms: Remember*

*CAAHEP: VI.P.1 Manage appointment schedule using established priorities
CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty: 1 Easy*

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

4. Jesse Lopez is a healthcare professional at Green Springs Internal Medicine. He has just finished submitting claims to Blue Shield for patients seen yesterday. Jesse was performing what type of function?
- A. assessment
 - B. registration
 - C.** administrative
 - D. clinical

All functions related to billing, including filing medical claims, are administrative.

*ABHES: 7.d Process insurance claims
Accessibility: Keyboard Navigation
Blooms: Understand*

*CAAHEP: VI.C.7 Describe filing indexing rules
Difficulty: 1 Easy*

Learning Objective: 01.01

Topic: Practice Management Applications

CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

5. Sean Brown is a new care provider and has never before used Prime Suite. He is frustrated, and though you have been trying to help him, he is still having difficulty. What would be sound advice to give to Dr. Brown?
- A.** Direct him to the User's Guide in Prime Suite and show him the index, contents, and search features.
 - B. Have him call the Prime Suite 24-hour help line to speak with a technician.
 - C. Have him ask one of the other care providers in the practice for assistance.
 - D. Make arrangements to meet him at the office on a Saturday to teach him how to use the system.

Prime Suite's User's Guide allows people to search for and familiarize themselves with many of the program's functions independently.

*ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility: Keyboard Navigation
Blooms: Understand*

CAAHEP: VI.P.6 Utilize an EMR

CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

*CAHIIM: III.B.1 Explain the process used in the selection and implementation of health information management systems
Difficulty: 2 Medium*

Learning Objective: 01.05

Topic: Use of the Help Feature

6. You are a registrar in the admitting office of a hospital; a patient presents to register for an outpatient laboratory test. What will you first access to determine if that patient has ever been seen at that hospital before, or whether you must register him for the first time?

- A. Master List
- B. Master Patient (Person) Index**
- C. Diagnosis Index
- D. Account Summary

The master patient (person) index is a comprehensive roster of all patients ever receiving care in a hospital setting.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAHIM: I.B.3 Identify a complete health record according to, organizational policies, external regulations, and standards

Difficulty: 2 Medium

Learning Objective: 01.01

Topic: Practice Management Applications

7.

Physicians' practices sometimes use a service to check for errors on claim forms prior to submitting a claim to the insurance company. The service that processes insurance claims is a:

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- A. billing service.
- B. coding service.
- C. clearinghouse.**
- D. fiscal intermediary.

A clearinghouse processes insurance claims.

ABHES: 7.d Process insurance claims

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: VIII.P.4 Complete an insurance claim form

CAHIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

8. Roberta is a healthcare professional at Dr. Ingram's office. She has a patient on the phone who wants to make an appointment with Dr. Ingram. What will Roberta first take into consideration when looking for an open appointment time?

- A. the patient's schedule
- B.** the reason for the patient's visit
- C. the patient's age
- D. Dr. Ingram's vacation schedule

Before making an appointment, the receptionist needs to know the condition or symptom(s) for which the patient is being seen before determining the amount of time allotted for each appointment.

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 2 Medium

Learning Objective: 01.01

Topic: Practice Management Applications

9. Pieces of data that identify a patient and include such items as name, address, and date of birth are considered what types of data?

- A.** demographic
- B. administrative
- C. clinical
- D. financial

Identifying data, such as name, address, and date of birth, is also called demographic data.

ABHES: 4.a Follow documentation guidelines

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.C.4 Define types of information contained in the patient's medical record

CAHIIM: I.D.1 Collect and maintain health data

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

10. Which of the following is a type of medical insurance?

- A. Medicare
- B. TRICARE
- C.** Self-pay from patient
- D. Workers' Compensation

Patient Self-pay is not a type of medical insurance; Medicare is a federal program covering the elderly and disabled; Tricare is coverage for military; and Workers' Compensation covers work-related injuries or illnesses only.

ABHES: 7.d Process insurance claims

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: VIII.C.1.a types of third party plans

CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

11. Prime Suite uses a single _____ to store administrative and clinical data on each patient.

- A. payer system
- B. log on
- C.** database
- D. Master Patient (Person) Index

Prime Suite uses a single database to house data so that data, such as provider's name, insurance data, etc., does not need to be entered more than once and, if changes are made, the changes carry over to the clinical and administrative databases, as necessary.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

12. Though the costs of implementation will be high, which record-keeping costs will ultimately drop as a result of implementing an electronic health record?

- A. training costs
- B.** cost of folders and clips to file each record
- C. transcription costs
- D. copying costs

Moving to an electronic health record lessens the need for many office supplies used to house records, such as folders and clips for each file. Training costs will increase; transcription costs may or may not be affected, depending on the use of dictation within an electronic record; and copying costs may decrease, though not necessarily.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

13. Of the following, which contributes to the high cost of electronic health records for the software service provider?

- A. training costs
- B. hardware costs
- C.** research and development costs
- D. all of these costs contribute

Training and hardware costs are incurred by the care provider or healthcare facility. Research and development costs are incurred by the software service provider.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

14. Which of the following statements accurately describes duplicate patient registration entries in an electronic health record system?

- A. It is impossible to duplicate a patient registration in an electronic system.
- B.** Duplicate patient registrations can occur if the patient's name was misspelled or the patient was previously registered under a different name.
- C. Duplicate registrations are not a problem in an electronic health record.
- D. There is no need for the registration process within the electronic health record system.

An EHR system must have a registration process, either as a part of the practice management system or as part of the EHR software itself. It is important not to have duplicate registrations, otherwise a unit record for each patient does not exist. Patients who have been seen previously and used another name (such as a maiden name) or errors in spelling can both result in duplicate registrations within the EHR.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

15. Which of the following EHR applications may be more beneficial and efficient for the patient?

- A.** ePrescribing
- B. dictating rather than hand writing the record
- C. report-writing applications
- D. interoperability capability

ePrescribing is more efficient for a patient, since they are able to pick up prescriptions sooner, and there are more safeguards in place regarding drug-drug and drug-food interactions.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

16. What must a care provider do before he/she will see the benefits of an EHR in relation to time spent documenting each patient's visit?

- A. hire a scribe
- B. dictate all of his/her notes
- C. use a fill-in-the blank form and then transfer the notes into the EHR
- D.** devote time to learning the new system

Hiring a scribe may eventually be done so that the physician can examine the patient rather than type in the computer, but he/she still needs to know the system so that the verbal dictation to the scribe is done in a logical manner; dictation would still take up the care provider's time; using a form and then transferring the notes into the EHR would be re-work and a time waster.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 3 Hard

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

17. Research has shown what in relation to the use of an EHR?

- A. Care providers have embraced the use of EHR software willingly.
- B.** There has been a decrease in medical errors through the use of EHR software.
- C. Patients whose care provider uses an EHR are less likely to be involved in their own care.
- D. There has been an increase in staff turnover since EHRs have become more popular.

Because of the immediate availability of data about each patient, medication errors have decreased.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility: Keyboard Navigation
Blooms: Understand
CAAHEP: VI.P.6 Utilize an EMR
CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty: 2 Medium
Learning Objective: 01.02
Topic: Why Adopt Electronic Health Record Applications

18. Of the following, which is *not* clinical information?

- A. patient's weight
- B. medication list
- C.** age
- D. physical exam

A patient's age is not clinical information.

ABHES: 4.a Follow documentation guidelines
Accessibility: Keyboard Navigation
Blooms: Understand
CAAHEP: VI.C.4 Define types of information contained in the patient's medical record
CAHIIM: I.D.1 Collect and maintain health data
Difficulty: 1 Easy
Learning Objective: 01.03
Topic: Electronic Health Record Applications

19. A care provider is dictating a progress note into speech recognition while the patient is being seen. This dictation is occurring

- A. after the physical exam.
- B.** at the point of care.
- C. retrospectively.
- D. instantaneously.

Speech recognition technology allows a care provider to dictate information at the time care is being provided.

ABHES: 4.a Follow documentation guidelines
Accessibility: Keyboard Navigation
Blooms: Understand
CAAHEP: VI.P.6 Utilize an EMR
CAHIIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty: 1 Easy
Learning Objective: 01.03
Topic: Electronic Health Record Applications

20. In a physician's practice, the documentation of a patient's office visit is often referred to as a
- A. discharge summary.
 - B. physical exam.
 - C. history of present illness.
 - D. progress note.**

The progress note includes such details as the physical exam and the history of the present illness. A discharge summary is used to document a patient's inpatient stay as opposed to a patient's outpatient visit with a physician.

ABHES: 4.a Follow documentation guidelines

ABHES: 7.a Gather and process documents

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.C.4 Define types of information contained in the patient's medical record

CAHIIM: I.B.1 Analyze the documentation in the health record to ensure it supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status

Difficulty: 2 Medium

Learning Objective: 01.03

Topic: Electronic Health Record Applications

21. The feature in Prime Suite that guides the user on how specific functions or applications work is known as
- A. Prime Assistance.
 - B. Help.**
 - C. Prime Guide.
 - D. Prime Location.

Prime Suite's help feature is known simply as Help.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: VI.P.6 Utilize an EMR

CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 1 Easy

Learning Objective: 01.05

Topic: Use of the Help Feature

22. During the history of present illness, the healthcare professional asks Ron Albertson for his preferred pharmacy. The healthcare professional then enters the information into Prime Suite. After the care provider has examined and diagnosed Mr. Albertson, he prescribes Amoxicillin and electronically sends the prescription to Mr. Albertson's chosen pharmacy without having to enter any additional information into the ePrescribe module. This is an example of

- A.** interoperability.
- B. interfacing.
- C. profitability.
- D. seamlessness.

Interoperability refers to multiple products working together in a single database.

ABHES: 4.a Follow documentation guidelines

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: II.C.1 Apply policies and procedures surrounding issues of access and disclosure of protected health information

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

23. The first step of the information chain in an electronic system is

- A. patient is checked in.
- B.** patient makes the appointment.
- C. insurance verification is performed.
- D. co-pay is collected.

Before any information can be documented, the patient must first make an appointment.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 1 Easy

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

24. The patient's bill for an encounter is ready to be sent to the insurer at what point in the encounter?
- A. after the patient has scheduled the appointment
 - B. after the patient has been seen by the care provider
 - C.** after the care provider has documented a diagnosis or diagnoses and all charges have been posted
 - D. after the insurance company has pre-approved the visit to the care provider

Scheduling an appointment is the first step, and therefore no charges have been incurred as of that point; making an appointment does not mean the patient will actually be seen, so a bill cannot be sent to the insurer at that point. The patient does need to be seen by the care provider or another care provider, but a diagnosis or diagnoses need to be documented, and the charges for services rendered must be posted in the practice's billing system prior to a bill being generated. Even if preapproval is required, without the diagnosis or diagnoses and without the charges being posted, the bill cannot be generated (dropped).

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAAHEP: VI.P.6 Utilize an EMR

CAHIIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 2 Medium

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

25. You are a healthcare professional at Greensburg Medical Center and you have just shown a patient, Mrs. Clark, to the check-out desk, where the billing coordinator had just taken the encounter form (superbill) for the visit. Dr. Daniels came to the window and stated that Mrs. Clark left the exam room before receiving her flu shot. What will occur in this case?

- A. Mrs. Clark has already given the encounter form to the billing coordinator, so she will need to make another appointment.
- B. Mrs. Clark will be taken back to the exam room and will be given a flu shot; however, she will not be charged since she has actually already checked out.
- C.** Mrs. Clark will be taken back to the exam room; she will be given the shot by the healthcare professional, who will document it in Mrs. Clark's record and will then update the encounter form to reflect the charges for the flu shot; at that point, Mrs. Clark will return to the check-out desk.
- D. Mrs. Clark will be taken back to the exam room and will be given the shot by the healthcare professional; she will then be free to leave.

The healthcare professional must document in the chart that the shot was administered and that the encounter form was updated to reflect all charges.

ABHES: 4.a Follow documentation guidelines

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAHIIM: I.D.1 Collect and maintain health data

CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system

Difficulty: 2 Medium

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

26. Prime Suite is what kind of computer software?

- A. practice management
- B. practice management and electronic health records (EHR)**
- C. electronic health records (EHR)
- D. registration/admission/discharge/transfer

Prime Suite is a combined Practice Management and EHR software.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

27. Of the following, which does need to be sent to an insurance company on the CMS-1500 claim form?

- A. patient's full name
- B. patient's address
- C. history of present illness**
- D. patient's date of birth

Past medical history does not need to be sent to an insurance company; only certain identifying information, insurance information, and ICD and CPT codes describing the diagnoses and services provided are sent on the CMS-1500 claim form.

ABHES: 7.d Process insurance claims

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VIII.P.4 Complete an insurance claim form

CAHIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

28.

The steps listed below are carried out by which staff during an office visit?

Patient arrives for visit → Update patient information → Check in and collect co-pay → Start patient tracking

- A. care provider
- B. clinical assistant/nurse
- C. billing staff
- D. registration/front-desk staff**

The registration or front-desk staff is responsible for the check-in and updating process.

ABHES: 4.a Follow documentation guidelines

ABHES: 7.e Apply scheduling principles

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAHIIM: I.D.1 Collect and maintain health data

CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system

Difficulty: 1 Easy

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

29. Joyce Burke is a healthcare professional working at Greenway Medical. She is responsible for compiling insurance claims and checking them for completion. Which area of the office does Joyce most likely work in?

- A. business office**
- B. check-out desk
- C. front desk
- D. clinical support

The business office works with insurance claims.

ABHES: 1.b Compare and contrast the allied health professions and understand their relation to medical assisting

ABHES: 7.d Process insurance claims

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAHIIM: I.D.1 Collect and maintain health data

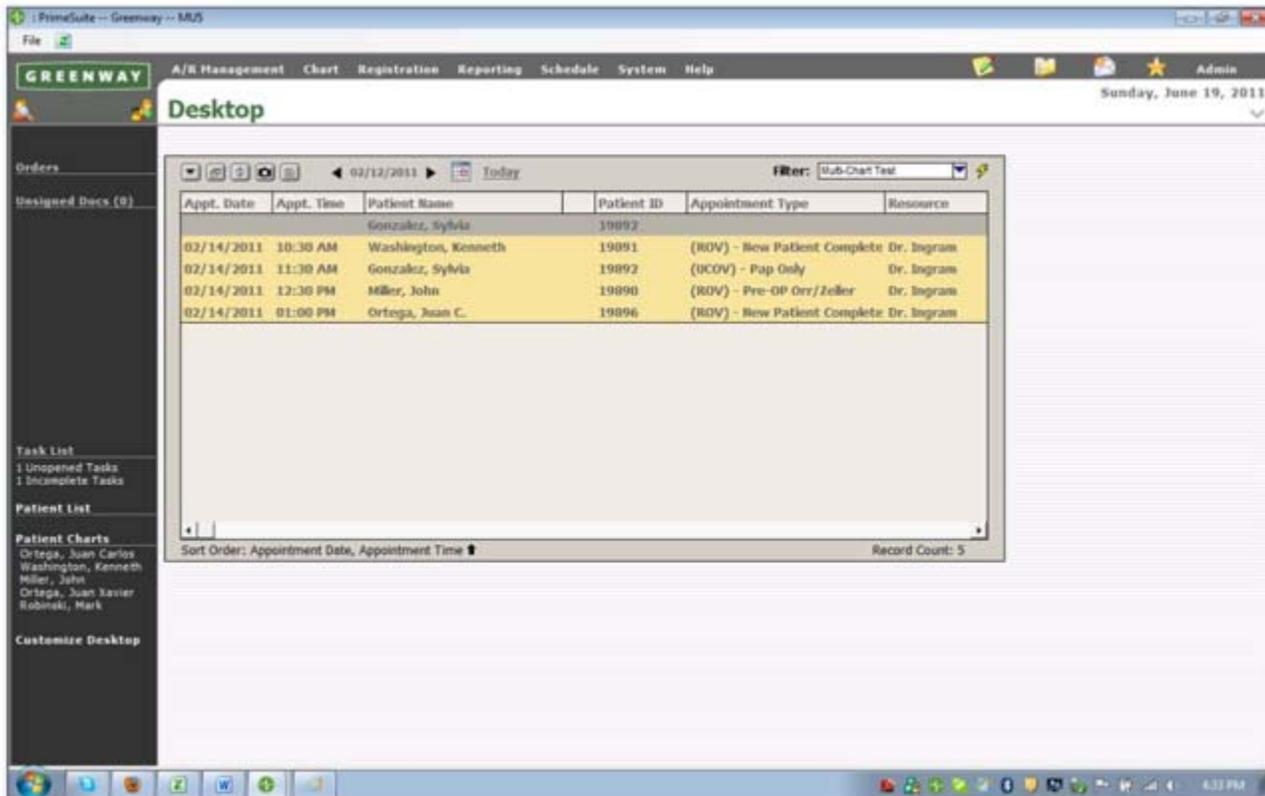
CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system

Difficulty: 1 Easy

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

Use the following screenshot to answer questions 30 and 31 (Note to vendor: image is SPU from previous edition)



30. Of the menu items listed at the top of the screen, which will be used to determine what the shortcut F6 means in Prime Suite?

- A. A/R Management
- B. Help**
- C. Registration
- D. Reporting
- E. Schedule

The Help menu will be used to determine what the F6 shortcut means.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Accessibility: Keyboard Navigation

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIIM: III.A.1 Utilize software in the completion of HIM processes

Difficulty: 1 Easy

Learning Objective: 01.05

Topic: Use of the Help Feature

31. In the screenshot above, which patient is being seen for a Pap smear?

- A. John Miller
- B. Juan C. Ortega
- C. Kenneth Washington
- D. Sylvia Gonzalez**

Sylvia Gonzalez has an appointment for a Pap smear with Dr. Ingram.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility: Keyboard Navigation
Blooms: Apply
CAAHEP: VI.P.6 Utilize an EMR
CAHIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty: 1 Easy
Learning Objective: 01.03
Topic: Electronic Health Record Applications

32. Of the following, which is an advantage of adopting an electronic health record?

- A. the cost of implementing an electronic system
- B. the potential for interoperability with other computerized systems within the practice or hospital**
- C. the high learning curve
- D. the requirement of little time or effort by the office staff

Adopting an electronic health record has the potential to allow interoperability with other computerized systems in healthcare settings.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems
Accessibility: Keyboard Navigation
Blooms: Understand
CAAHEP: VI.P.6 Utilize an EMR
CAHIM: II.C.1 Apply policies and procedures surrounding issues of access and disclosure of protected health information
CAHIM: III.A.1 Utilize software in the completion of HIM processes
CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.
Difficulty: 2 Medium
Learning Objective: 01.02
Topic: Why Adopt Electronic Health Record Applications

33. Which of the following functions is carried out during the check-in steps?

- A. Healthcare professional takes medical history.
- B. Patient calls office for appointment.
- C. Healthcare professional updates patient information.**
- D. Healthcare professional posts patient charges.

Any updates to patient information are made during the check-in steps.

ABHES: 4.a Follow documentation guidelines
ABHES: 7.e Apply scheduling principles
Accessibility: Keyboard Navigation
Blooms: Understand
CAAHEP: VI.P.1 Manage appointment schedule using established priorities
CAHIM: III.A.1 Utilize software in the completion of HIM processes
Difficulty: 2 Medium
Learning Objective: 01.04
Topic: The Flow of Information from Registration through Processing of the Claim

34. Which of the following is a care provider?

- A. Medical Assistant
- B. Certified Nurse Practitioner
- C. Certified Nurse Midwife
- D. Dentist

A medical assistant is not a care provider.

ABHES: 1.b Compare and contrast the allied health professions and understand their relation to medical assisting

Accessibility: Keyboard Navigation

Blooms: Remember

CAAHEP: X.C.1 Differentiate between scope of practice and standards of care for medical assistants

CAHIM: I.B.4 Differentiate the roles and responsibilities of various providers and disciplines, to support documentation requirements, throughout the continuum of healthcare

Difficulty: 1 Easy

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

35. You are the office manager of Prime Internal Medicine. You have been encouraging the three care providers in the practice to convert to an electronic health record. They have asked you to give your arguments for conversion to an electronic health record and to present it to them in written form by the end of the week. How will you argue the point for adoption of an EHR?

Answers will vary. Use of the EHR will result in better patient care; quicker turnaround time for test results; ability to share information with other care providers when needed; ability to track information about patients more efficiently; ability to ePrescribe; built-in speech recognition technology; and potentially more secure than paper records.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

CAHIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

36. Give an example and explain why the processes outlined in the Clinical Staff/Care Provider Flowchart may need to be repeated once the patient checks out from her current visit.

Answers will vary. A response might be: Dr. Daniels ordered a chest x-ray and a CBC for her patient, Doreen Gray. Ms. Gray is going to have her tests done at the hospital. The x-ray report comes back from the radiology department on one date, and the CBC results come back a week later. Dr. Daniels will need to review the results for each of these and then take appropriate action (order meds, call patient with results, schedule a follow-up exam, etc.).

ABHES: 4.a Follow documentation guidelines

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 3 Hard

Learning Objective: 01.04

Topic: The Flow of Information from Registration through Processing of the Claim

37. There is a high learning curve when implementing an electronic health record. Describe what this statement means.

Physicians are used to manually writing or dictating patients' health records; they are comfortable with that method and are reluctant to change, so learning a new system is not a priority. It takes a considerable amount of time to learn to efficiently collect information from the patient, examine the patient, and type the data into the computer; speed only comes with practice. All staff members, not just care providers, need to learn how to learn all relevant sections of the EHR software.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

CAHIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

38. You have been asked to speak at a local organization about the electronic health record. You have been asked "Why has it taken so long to use computerized health records other industries have conducted business by computer for a long time." How will you answer?

Answers may vary. There have been security concerns, with the fear of hackers or viruses doing damage to the data; it takes a long time to learn how to use an electronic record; and physicians feel it is too time-consuming and too costly to implement an electronic system. Also, there had to be a uniform or standard computer language used in an electronic health record so that information can be shared with other care providers. The business aspects of healthcare (billing, for instance) have been computerized for quite some time.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Blooms: Understand

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 3 Hard

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

39. Dr. Philips left Daniel James' chart in the office with him after she completed examining the patient. Doing so may cause concern. Why?

Answers may vary slightly. Daniel may remove some of the pages from his record. He may tamper with what is written by crossing out or adding to the written record. He may even walk out with it entirely.

ABHES: 4.a Follow documentation guidelines

ABHES: 4.c Follow established policies when initiating or terminating medical treatment

Blooms: Understand

CAAHEP: X.C.4 Summarize the Patient Bill of Rights

CAHIM: V.A.1 Analyze policies and procedures to ensure organizational compliance with regulations and standards

Difficulty: 2 Medium

Learning Objective: 01.02

Topic: Why Adopt Electronic Health Record Applications

40. Name at least three functions that are carried out through the use of Practice Management software (be specific in your answer).

Keeping the appointment book/making appointments; registering the patient's administrative information; coding diagnoses and procedures; posting patient charges; generating patient statements; filing insurance claims, following up on accounts; running billing reports; and managing overdue accounts. There should be reference to any clinical functions such as vital signs, physical exam, taking the patient's history, order entry, ePrescribing, etc.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

Difficulty: 1 Easy

Learning Objective: 01.01

Topic: Practice Management Applications

41. Name at least three functions that are carried out through the use of electronic health records software (be specific in your answer).

Recording a patient's history; recording vital signs; recording the chief complaint; recording physical exam; creating letters to other care providers; orders tracking; ePrescribing; problem list; documenting the patient's diagnosis and ordering procedures; document follow-up instructions; and review and authenticate results of tests.

ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems

Blooms: Understand

CAAHEP: VI.P.1 Manage appointment schedule using established priorities

CAAHEP: VI.P.6 Utilize an EMR

CAHIM: III.A.1 Utilize software in the completion of HIM processes

CAHIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

CAHIM: III.B.1 Explain the process used in the selection and implementation of health information management systems

Difficulty: 1 Easy

Learning Objective: 01.03

Topic: Electronic Health Record Applications

Chapter 01 Test Bank Summary

Category-# of Questions

ABHES: 1.b Compare and contrast the allied health professions and understand their relation to medical assisting-2
ABHES: 4.a Follow documentation guidelines-10

ABHES: 4.c Follow established policies when initiating or terminating medical treatment-1
ABHES: 7.a Gather and process documents-1
ABHES: 7.b Utilize Electronic Medical Records (EMR) and Practice Management Systems-23
ABHES: 7.d Process insurance claims-5
ABHES: 7.e Apply scheduling principles-9
Accessibility: Keyboard Navigation-34
Blooms: Apply-1
Blooms: Remember-8
Blooms: Understand-32
CAAHEP: VI.C.2 Identify advantages and disadvantages of the following appointment systems-1
CAAHEP: VI.C.4 Define types of information contained in the patient's medical record-4
CAAHEP: VI.C.7 Describe filing indexing rules-1
CAAHEP: VI.P.1 Manage appointment schedule using established priorities-11
CAAHEP: VI.P.6 Utilize an EMR-23
CAAHEP: VIII.C.1.a types of third party plans-1
CAAHEP: VIII.P.4 Complete an insurance claim form-2
CAAHEP: X.C.1 Differentiate between scope of practice and standards of care for medical assistants-1
CAAHEP: X.C.4 Summarize the Patient Bill of Rights-1
CAHIIM: I.B.1 Analyze the documentation in the health record to ensure it supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status-1
CAHIIM: I.B.3 Identify a complete health record according to, organizational policies, external regulations, and standards-1
CAHIIM: I.B.4 Differentiate the roles and responsibilities of various providers and disciplines, to support documentation requirements, throughout the continuum of healthcare-1
CAHIIM: I.D.1 Collect and maintain health data-5
CAHIIM: II.C.1 Apply policies and procedures surrounding issues of access and disclosure of protected health information-2
CAHIIM: III.A.1 Utilize software in the completion of HIM processes-20
CAHIIM: III.A.2 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.-14
CAHIIM: III.B.1 Explain the process used in the selection and implementation of health information management systems-8
CAHIIM: III.H.1 Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system-3
CAHIIM: IV.A.2 Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.-3
CAHIIM: V.A.1 Analyze policies and procedures to ensure organizational compliance with regulations and standards-1
Difficulty: 1 Easy-21
Difficulty: 2 Medium-17
Difficulty: 3 Hard-3
Learning Objective: 01.01-11
Learning Objective: 01.02-12
Learning Objective: 01.03-6
Learning Objective: 01.04-9
Learning Objective: 01.05-3
Topic: Electronic Health Record Applications-6
Topic: Practice Management Applications-11
Topic: The Flow of Information from Registration through Processing of the Claim-9
Topic: Use of the Help Feature-3
Topic: Why Adopt Electronic Health Record Applications-12