

PRACTICE EXAM 15: NCCT MEDICAL ASSISTANT CERTIFICATION PREP (125 QUESTIONS)

This original practice exam contains 125 multiple-choice questions. Select the single best answer for each item. It supports review of clinical, administrative, safety, communication, and professional-practice topics; it is not an official NCCT examination.

1. In a medical office, obtaining routine vital signs, which action is most appropriate?

- A. ask the patient to take several deep breaths
- B. estimate the rate while entering the room
- C. count respirations without calling attention to the count
- D. count only after the patient speaks

2. In a medical office, rechecking a child after activity, which action is most appropriate?

- A. ask the patient to take several deep breaths
- B. estimate the rate while entering the room
- C. count only after the patient speaks
- D. count respirations without calling attention to the count

3. In a medical office, assessing a patient with fever, which action is most appropriate?

- A. count respirations without calling attention to the count
- B. ask the patient to take several deep breaths
- C. estimate the rate while entering the room
- D. count only after the patient speaks

4. In a medical office, documenting an intake visit, which action is most appropriate?

- A. ask the patient to take several deep breaths
- B. count respirations without calling attention to the count
- C. estimate the rate while entering the room
- D. count only after the patient speaks

5. In a medical office, evaluating an unexpected pulse rate, which action is most appropriate?

- A. ask the patient to take several deep breaths
- B. estimate the rate while entering the room
- C. count respirations without calling attention to the count
- D. count only after the patient speaks

6. In a medical office, a pulse seems irregular, which action is most appropriate?

- A. record only the rate for every assessment
- B. measure after the patient exercises
- C. document the rate, rhythm, and strength when indicated
- D. use an estimated value when busy

7. In a medical office, a patient reports palpitations, which action is most appropriate?

- A. document the rate, rhythm, and strength when indicated
- B. record only the rate for every assessment
- C. measure after the patient exercises
- D. use an estimated value when busy

8. In a medical office, obtaining a baseline assessment, which action is most appropriate?

- A. record only the rate for every assessment
- B. measure after the patient exercises
- C. use an estimated value when busy
- D. document the rate, rhythm, and strength when indicated

9. In a medical office, rechecking an abnormal vital sign, which action is most appropriate?

- A. record only the rate for every assessment
- B. document the rate, rhythm, and strength when indicated
- C. measure after the patient exercises
- D. use an estimated value when busy

10. In a medical office, documenting a follow-up visit, which action is most appropriate?

- A. record only the rate for every assessment
- B. measure after the patient exercises
- C. use an estimated value when busy
- D. document the rate, rhythm, and strength when indicated

11. In a medical office, preparing for a physical examination, which action is most appropriate?

- A. leave the patient unattended on an exam table
- B. ignore dizziness during position changes
- C. position the patient safely and preserve privacy
- D. expose more than the needed area

12. In a medical office, assisting an older adult to the table, which action is most appropriate?

- A. leave the patient unattended on an exam table
- B. position the patient safely and preserve privacy
- C. ignore dizziness during position changes

D. expose more than the needed area

13. In a medical office, setting up a procedure, which action is most appropriate?

- A. position the patient safely and preserve privacy
- B. leave the patient unattended on an exam table
- C. ignore dizziness during position changes
- D. expose more than the needed area

14. In a medical office, changing a patient from sitting to supine, which action is most appropriate?

- A. leave the patient unattended on an exam table
- B. position the patient safely and preserve privacy
- C. ignore dizziness during position changes
- D. expose more than the needed area

15. In a medical office, helping a patient after a treatment, which action is most appropriate?

- A. leave the patient unattended on an exam table
- B. ignore dizziness during position changes
- C. position the patient safely and preserve privacy
- D. expose more than the needed area

16. In a medical office, a patient reports new discomfort, which action is most appropriate?

- A. record the assistant's personal impression
- B. delay assessment until discharge
- C. assume pain is absent if the patient smiles
- D. ask the patient to describe pain using a consistent scale

17. In a medical office, documenting an intake history, which action is most appropriate?

- A. ask the patient to describe pain using a consistent scale
- B. record the assistant's personal impression
- C. delay assessment until discharge
- D. assume pain is absent if the patient smiles

18. In a medical office, reassessing after intervention, which action is most appropriate?

- A. ask the patient to describe pain using a consistent scale
- B. record the assistant's personal impression
- C. delay assessment until discharge
- D. assume pain is absent if the patient smiles

19. In a medical office, preparing a patient for examination, which action is most appropriate?

- A. record the assistant's personal impression
- B. delay assessment until discharge
- C. ask the patient to describe pain using a consistent scale
- D. assume pain is absent if the patient smiles

20. In a medical office, taking a follow-up telephone message, which action is most appropriate?

- A. record the assistant's personal impression
- B. ask the patient to describe pain using a consistent scale
- C. delay assessment until discharge
- D. assume pain is absent if the patient smiles

21. In a medical office, an older adult transfers to the table, which action is most appropriate?

- A. raise the exam table and step away
- B. leave cords across a walking path
- C. ask an unsteady patient to walk alone
- D. keep the environment clear and assist patients at risk

22. In a medical office, a patient reports dizziness, which action is most appropriate?

- A. raise the exam table and step away
- B. keep the environment clear and assist patients at risk
- C. leave cords across a walking path
- D. ask an unsteady patient to walk alone

23. In a medical office, preparing a room after a procedure, which action is most appropriate?

- A. raise the exam table and step away
- B. leave cords across a walking path
- C. ask an unsteady patient to walk alone
- D. keep the environment clear and assist patients at risk

24. In a medical office, escorting a sedated patient, which action is most appropriate?

- A. raise the exam table and step away
- B. leave cords across a walking path
- C. keep the environment clear and assist patients at risk
- D. ask an unsteady patient to walk alone

25. In a medical office, responding to a mobility concern, which action is most appropriate?

- A. keep the environment clear and assist patients at risk
- B. raise the exam table and step away
- C. leave cords across a walking path

D. ask an unsteady patient to walk alone

26. In a medical office, cleaning a blood spill, which action is most appropriate?

- A. wear the same PPE for every task
- B. reuse disposable gloves between patients
- C. select PPE based on the anticipated exposure
- D. remove PPE in a public waiting area

27. In a medical office, assisting with a wound dressing, which action is most appropriate?

- A. wear the same PPE for every task
- B. reuse disposable gloves between patients
- C. remove PPE in a public waiting area
- D. select PPE based on the anticipated exposure

28. In a medical office, collecting a specimen, which action is most appropriate?

- A. wear the same PPE for every task
- B. select PPE based on the anticipated exposure
- C. reuse disposable gloves between patients
- D. remove PPE in a public waiting area

29. In a medical office, performing room turnover, which action is most appropriate?

- A. select PPE based on the anticipated exposure
- B. wear the same PPE for every task
- C. reuse disposable gloves between patients
- D. remove PPE in a public waiting area

30. In a medical office, handling contaminated supplies, which action is most appropriate?

- A. wear the same PPE for every task
- B. select PPE based on the anticipated exposure
- C. reuse disposable gloves between patients
- D. remove PPE in a public waiting area

31. In a medical office, a disinfectant splashes near a work area, which action is most appropriate?

- A. mix cleaners to make them stronger
- B. use an unlabeled chemical bottle
- C. discard a spill kit after one use
- D. consult the safety data sheet for hazard and handling information

32. In a medical office, a new cleaning product arrives, which action is most appropriate?

- A. consult the safety data sheet for hazard and handling information
- B. mix cleaners to make them stronger
- C. use an unlabeled chemical bottle
- D. discard a spill kit after one use

33. In a medical office, staff need first-aid guidance, which action is most appropriate?

- A. mix cleaners to make them stronger
- B. use an unlabeled chemical bottle
- C. consult the safety data sheet for hazard and handling information
- D. discard a spill kit after one use

34. In a medical office, reviewing workplace chemical hazards, which action is most appropriate?

- A. mix cleaners to make them stronger
- B. consult the safety data sheet for hazard and handling information
- C. use an unlabeled chemical bottle
- D. discard a spill kit after one use

35. In a medical office, responding to a chemical exposure, which action is most appropriate?

- A. consult the safety data sheet for hazard and handling information
- B. mix cleaners to make them stronger
- C. use an unlabeled chemical bottle
- D. discard a spill kit after one use

36. In a medical office, a needlestick occurs, which action is most appropriate?

- A. wait until the end of the week to report
- B. hide the incident to avoid paperwork
- C. continue work without washing the area
- D. follow the exposure-control plan and report the incident immediately

37. In a medical office, blood contacts nonintact skin, which action is most appropriate?

- A. wait until the end of the week to report
- B. hide the incident to avoid paperwork
- C. follow the exposure-control plan and report the incident immediately
- D. continue work without washing the area

38. In a medical office, a splash reaches mucous membranes, which action is most appropriate?

- A. wait until the end of the week to report
- B. hide the incident to avoid paperwork
- C. continue work without washing the area

D. follow the exposure-control plan and report the incident immediately

39. In a medical office, a contaminated sharp is found, which action is most appropriate?

- A. wait until the end of the week to report
- B. hide the incident to avoid paperwork
- C. follow the exposure-control plan and report the incident immediately
- D. continue work without washing the area

40. In a medical office, a spill causes possible exposure, which action is most appropriate?

- A. wait until the end of the week to report
- B. follow the exposure-control plan and report the incident immediately
- C. hide the incident to avoid paperwork
- D. continue work without washing the area

41. In a medical office, turning over an exam room, which action is most appropriate?

- A. clean from least contaminated areas toward more contaminated areas
- B. reuse a soiled wipe on clean surfaces
- C. clean from dirty areas toward clean areas
- D. skip cleaning if the room looks tidy

42. In a medical office, cleaning a treatment surface, which action is most appropriate?

- A. reuse a soiled wipe on clean surfaces
- B. clean from least contaminated areas toward more contaminated areas
- C. clean from dirty areas toward clean areas
- D. skip cleaning if the room looks tidy

43. In a medical office, preparing for the next patient, which action is most appropriate?

- A. reuse a soiled wipe on clean surfaces
- B. clean from dirty areas toward clean areas
- C. clean from least contaminated areas toward more contaminated areas
- D. skip cleaning if the room looks tidy

44. In a medical office, handling a minor body-fluid spill, which action is most appropriate?

- A. reuse a soiled wipe on clean surfaces
- B. clean from dirty areas toward clean areas
- C. skip cleaning if the room looks tidy
- D. clean from least contaminated areas toward more contaminated areas

45. In a medical office, performing routine environmental cleaning, which action is most appropriate?

- A. clean from least contaminated areas toward more contaminated areas
- B. reuse a soiled wipe on clean surfaces
- C. clean from dirty areas toward clean areas
- D. skip cleaning if the room looks tidy

46. In a medical office, processing a load of instruments, which action is most appropriate?

- A. document required sterilization monitoring results
- B. assume a cycle worked without records
- C. open sterile packs while still wet
- D. store packs directly on the floor

47. In a medical office, reviewing sterilization records, which action is most appropriate?

- A. assume a cycle worked without records
- B. open sterile packs while still wet
- C. document required sterilization monitoring results
- D. store packs directly on the floor

48. In a medical office, preparing instruments for storage, which action is most appropriate?

- A. assume a cycle worked without records
- B. document required sterilization monitoring results
- C. open sterile packs while still wet
- D. store packs directly on the floor

49. In a medical office, responding to a failed indicator, which action is most appropriate?

- A. assume a cycle worked without records
- B. open sterile packs while still wet
- C. store packs directly on the floor
- D. document required sterilization monitoring results

50. In a medical office, maintaining an instrument-processing area, which action is most appropriate?

- A. assume a cycle worked without records
- B. open sterile packs while still wet
- C. store packs directly on the floor
- D. document required sterilization monitoring results

51. In a medical office, sending a specimen to an outside lab, which action is most appropriate?

- A. leave specimens at room temperature indefinitely
- B. send unlabeled specimens to the laboratory
- C. transport specimens under the required conditions and timeframe

D. place all specimens in one shared bag

52. In a medical office, preparing a specimen for pickup, which action is most appropriate?

- A. transport specimens under the required conditions and timeframe
- B. leave specimens at room temperature indefinitely
- C. send unlabeled specimens to the laboratory
- D. place all specimens in one shared bag

53. In a medical office, handling a time-sensitive collection, which action is most appropriate?

- A. leave specimens at room temperature indefinitely
- B. transport specimens under the required conditions and timeframe
- C. send unlabeled specimens to the laboratory
- D. place all specimens in one shared bag

54. In a medical office, following a laboratory transport policy, which action is most appropriate?

- A. leave specimens at room temperature indefinitely
- B. send unlabeled specimens to the laboratory
- C. place all specimens in one shared bag
- D. transport specimens under the required conditions and timeframe

55. In a medical office, documenting specimen handoff, which action is most appropriate?

- A. leave specimens at room temperature indefinitely
- B. send unlabeled specimens to the laboratory
- C. transport specimens under the required conditions and timeframe
- D. place all specimens in one shared bag

56. In a medical office, obtaining a fingerstick specimen, which action is most appropriate?

- A. squeeze the site forcefully to obtain blood
- B. warm the site when appropriate and avoid excessive squeezing
- C. use a previously punctured swollen area
- D. collect from a finger with poor circulation

57. In a medical office, collecting a point-of-care sample, which action is most appropriate?

- A. warm the site when appropriate and avoid excessive squeezing
- B. squeeze the site forcefully to obtain blood
- C. use a previously punctured swollen area
- D. collect from a finger with poor circulation

58. In a medical office, helping with pediatric capillary collection, which action is most appropriate?

- A. warm the site when appropriate and avoid excessive squeezing
- B. squeeze the site forcefully to obtain blood
- C. use a previously punctured swollen area
- D. collect from a finger with poor circulation

59. In a medical office, preparing a site after cold exposure, which action is most appropriate?

- A. squeeze the site forcefully to obtain blood
- B. use a previously punctured swollen area
- C. warm the site when appropriate and avoid excessive squeezing
- D. collect from a finger with poor circulation

60. In a medical office, troubleshooting slow capillary flow, which action is most appropriate?

- A. squeeze the site forcefully to obtain blood
- B. warm the site when appropriate and avoid excessive squeezing
- C. use a previously punctured swollen area
- D. collect from a finger with poor circulation

61. In a medical office, performing a rapid office test, which action is most appropriate?

- A. report a result before completing the test
- B. use a result from another patient's cartridge
- C. skip documentation when results are normal
- D. identify the patient and follow the test procedure exactly

62. In a medical office, entering a result in the record, which action is most appropriate?

- A. identify the patient and follow the test procedure exactly
- B. report a result before completing the test
- C. use a result from another patient's cartridge
- D. skip documentation when results are normal

63. In a medical office, using a newly opened test kit, which action is most appropriate?

- A. report a result before completing the test
- B. identify the patient and follow the test procedure exactly
- C. use a result from another patient's cartridge
- D. skip documentation when results are normal

64. In a medical office, repeating an invalid test, which action is most appropriate?

- A. report a result before completing the test
- B. use a result from another patient's cartridge
- C. identify the patient and follow the test procedure exactly

D. skip documentation when results are normal

65. In a medical office, reviewing test quality requirements, which action is most appropriate?

- A. report a result before completing the test
- B. use a result from another patient's cartridge
- C. skip documentation when results are normal
- D. identify the patient and follow the test procedure exactly

66. In a medical office, checking in a patient after discharge, which action is most appropriate?

- A. compare the current medication list with patient-reported use
- B. delete unfamiliar medications without review
- C. assume the old list is current
- D. record only prescription medications

67. In a medical office, preparing a medication refill message, which action is most appropriate?

- A. delete unfamiliar medications without review
- B. compare the current medication list with patient-reported use
- C. assume the old list is current
- D. record only prescription medications

68. In a medical office, documenting an annual visit, which action is most appropriate?

- A. delete unfamiliar medications without review
- B. assume the old list is current
- C. record only prescription medications
- D. compare the current medication list with patient-reported use

69. In a medical office, reviewing a referral intake, which action is most appropriate?

- A. delete unfamiliar medications without review
- B. assume the old list is current
- C. compare the current medication list with patient-reported use
- D. record only prescription medications

70. In a medical office, updating an established patient's chart, which action is most appropriate?

- A. delete unfamiliar medications without review
- B. assume the old list is current
- C. compare the current medication list with patient-reported use
- D. record only prescription medications

71. In a medical office, updating a patient's health history, which action is most appropriate?

- A. record an allergy without the reaction
- B. remove an allergy because it is inconvenient
- C. tell the patient the reaction is unimportant
- D. document the reported medication and reaction accurately

72. In a medical office, preparing an order for review, which action is most appropriate?

- A. record an allergy without the reaction
- B. document the reported medication and reaction accurately
- C. remove an allergy because it is inconvenient
- D. tell the patient the reaction is unimportant

73. In a medical office, answering a medication question, which action is most appropriate?

- A. document the reported medication and reaction accurately
- B. record an allergy without the reaction
- C. remove an allergy because it is inconvenient
- D. tell the patient the reaction is unimportant

74. In a medical office, checking in a new patient, which action is most appropriate?

- A. record an allergy without the reaction
- B. remove an allergy because it is inconvenient
- C. tell the patient the reaction is unimportant
- D. document the reported medication and reaction accurately

75. In a medical office, documenting a reported adverse reaction, which action is most appropriate?

- A. record an allergy without the reaction
- B. remove an allergy because it is inconvenient
- C. document the reported medication and reaction accurately
- D. tell the patient the reaction is unimportant

76. In a medical office, reviewing home-care instructions, which action is most appropriate?

- A. use plain language and verify understanding with teach-back
- B. use complex terminology to save time
- C. ask only whether the patient understands
- D. provide instructions without allowing questions

77. In a medical office, explaining preparation for a test, which action is most appropriate?

- A. use complex terminology to save time
- B. use plain language and verify understanding with teach-back
- C. ask only whether the patient understands

D. provide instructions without allowing questions

78. In a medical office, discussing a follow-up plan, which action is most appropriate?

- A. use complex terminology to save time
- B. ask only whether the patient understands
- C. provide instructions without allowing questions
- D. use plain language and verify understanding with teach-back

79. In a medical office, reinforcing medication instructions, which action is most appropriate?

- A. use plain language and verify understanding with teach-back
- B. use complex terminology to save time
- C. ask only whether the patient understands
- D. provide instructions without allowing questions

80. In a medical office, providing discharge information, which action is most appropriate?

- A. use complex terminology to save time
- B. use plain language and verify understanding with teach-back
- C. ask only whether the patient understands
- D. provide instructions without allowing questions

81. In a medical office, a clinician orders specialist follow-up, which action is most appropriate?

- A. send clinical information without authorization
- B. promise that insurance will pay
- C. confirm required information and send the referral promptly
- D. schedule without verifying the receiving service

82. In a medical office, preparing an outside consultation, which action is most appropriate?

- A. confirm required information and send the referral promptly
- B. send clinical information without authorization
- C. promise that insurance will pay
- D. schedule without verifying the receiving service

83. In a medical office, sending records for a referral, which action is most appropriate?

- A. send clinical information without authorization
- B. promise that insurance will pay
- C. schedule without verifying the receiving service
- D. confirm required information and send the referral promptly

84. In a medical office, tracking a pending referral, which action is most appropriate?

- A. send clinical information without authorization
- B. promise that insurance will pay
- C. confirm required information and send the referral promptly
- D. schedule without verifying the receiving service

85. In a medical office, responding to a referral status question, which action is most appropriate?

- A. send clinical information without authorization
- B. confirm required information and send the referral promptly
- C. promise that insurance will pay
- D. schedule without verifying the receiving service

86. In a medical office, processing a records request, which action is most appropriate?

- A. release the full record to any caller
- B. accept verbal requests from strangers
- C. verify authorization and disclose only permitted information
- D. share information with a patient's employer

87. In a medical office, responding to a third-party inquiry, which action is most appropriate?

- A. verify authorization and disclose only permitted information
- B. release the full record to any caller
- C. accept verbal requests from strangers
- D. share information with a patient's employer

88. In a medical office, preparing a chart for transfer, which action is most appropriate?

- A. release the full record to any caller
- B. verify authorization and disclose only permitted information
- C. accept verbal requests from strangers
- D. share information with a patient's employer

89. In a medical office, handling a request from an attorney, which action is most appropriate?

- A. release the full record to any caller
- B. accept verbal requests from strangers
- C. share information with a patient's employer
- D. verify authorization and disclose only permitted information

90. In a medical office, reviewing a signed authorization, which action is most appropriate?

- A. release the full record to any caller
- B. accept verbal requests from strangers
- C. share information with a patient's employer

D. verify authorization and disclose only permitted information

91. In a medical office, leaving an appointment reminder, which action is most appropriate?

- A. state sensitive details on voicemail
- B. send reminders to any family member
- C. use approved communication methods and protect privacy
- D. leave the full diagnosis in a text message

92. In a medical office, confirming a future visit, which action is most appropriate?

- A. state sensitive details on voicemail
- B. use approved communication methods and protect privacy
- C. send reminders to any family member
- D. leave the full diagnosis in a text message

93. In a medical office, contacting a patient after a missed appointment, which action is most appropriate?

- A. use approved communication methods and protect privacy
- B. state sensitive details on voicemail
- C. send reminders to any family member
- D. leave the full diagnosis in a text message

94. In a medical office, updating communication preferences, which action is most appropriate?

- A. state sensitive details on voicemail
- B. send reminders to any family member
- C. use approved communication methods and protect privacy
- D. leave the full diagnosis in a text message

95. In a medical office, reviewing reminder procedures, which action is most appropriate?

- A. state sensitive details on voicemail
- B. send reminders to any family member
- C. leave the full diagnosis in a text message
- D. use approved communication methods and protect privacy

96. In a medical office, registering an established patient, which action is most appropriate?

- A. assume records never change
- B. verify demographic and insurance information at each visit
- C. skip verification for established patients
- D. change information without patient confirmation

97. In a medical office, preparing for an annual visit, which action is most appropriate?

- A. verify demographic and insurance information at each visit
- B. assume records never change
- C. skip verification for established patients
- D. change information without patient confirmation

98. In a medical office, checking coverage before service, which action is most appropriate?

- A. assume records never change
- B. verify demographic and insurance information at each visit
- C. skip verification for established patients
- D. change information without patient confirmation

99. In a medical office, updating a patient address, which action is most appropriate?

- A. verify demographic and insurance information at each visit
- B. assume records never change
- C. skip verification for established patients
- D. change information without patient confirmation

100. In a medical office, reviewing a returned insurance card, which action is most appropriate?

- A. assume records never change
- B. skip verification for established patients
- C. verify demographic and insurance information at each visit
- D. change information without patient confirmation

101. In a medical office, answering a billing question, which action is most appropriate?

- A. promise that a claim will be paid
- B. alter charges to satisfy a patient
- C. discuss another patient's balance publicly
- D. provide accurate information without making payment guarantees

102. In a medical office, reviewing an account statement, which action is most appropriate?

- A. promise that a claim will be paid
- B. alter charges to satisfy a patient
- C. discuss another patient's balance publicly
- D. provide accurate information without making payment guarantees

103. In a medical office, explaining an office payment policy, which action is most appropriate?

- A. provide accurate information without making payment guarantees
- B. promise that a claim will be paid
- C. alter charges to satisfy a patient

D. discuss another patient's balance publicly

104. In a medical office, handling a copayment at check-in, which action is most appropriate?

- A. promise that a claim will be paid
- B. provide accurate information without making payment guarantees
- C. alter charges to satisfy a patient
- D. discuss another patient's balance publicly

105. In a medical office, responding to a balance inquiry, which action is most appropriate?

- A. promise that a claim will be paid
- B. alter charges to satisfy a patient
- C. provide accurate information without making payment guarantees
- D. discuss another patient's balance publicly

106. In a medical office, reporting a supply concern, which action is most appropriate?

- A. use gossip to alert staff
- B. ignore a recurring safety concern
- C. communicate concerns clearly through the appropriate channel
- D. post patient information in a common area

107. In a medical office, escalating a workflow problem, which action is most appropriate?

- A. communicate concerns clearly through the appropriate channel
- B. use gossip to alert staff
- C. ignore a recurring safety concern
- D. post patient information in a common area

108. In a medical office, clarifying a clinician instruction, which action is most appropriate?

- A. use gossip to alert staff
- B. ignore a recurring safety concern
- C. post patient information in a common area
- D. communicate concerns clearly through the appropriate channel

109. In a medical office, discussing a team handoff, which action is most appropriate?

- A. use gossip to alert staff
- B. communicate concerns clearly through the appropriate channel
- C. ignore a recurring safety concern
- D. post patient information in a common area

110. In a medical office, responding to an office safety issue, which action is most appropriate?

- A. communicate concerns clearly through the appropriate channel
- B. use gossip to alert staff
- C. ignore a recurring safety concern
- D. post patient information in a common area

111. In a medical office, a patient is frustrated about a delay, which action is most appropriate?

- A. argue with an upset patient
- B. dismiss a complaint immediately
- C. discuss the issue in the waiting room
- D. remain calm, listen, and seek appropriate assistance

112. In a medical office, a family member raises a concern, which action is most appropriate?

- A. argue with an upset patient
- B. remain calm, listen, and seek appropriate assistance
- C. dismiss a complaint immediately
- D. discuss the issue in the waiting room

113. In a medical office, a coworker has a disagreement, which action is most appropriate?

- A. argue with an upset patient
- B. dismiss a complaint immediately
- C. remain calm, listen, and seek appropriate assistance
- D. discuss the issue in the waiting room

114. In a medical office, a caller becomes angry, which action is most appropriate?

- A. remain calm, listen, and seek appropriate assistance
- B. argue with an upset patient
- C. dismiss a complaint immediately
- D. discuss the issue in the waiting room

115. In a medical office, an office complaint needs follow-up, which action is most appropriate?

- A. argue with an upset patient
- B. dismiss a complaint immediately
- C. discuss the issue in the waiting room
- D. remain calm, listen, and seek appropriate assistance

116. In a medical office, a patient declines a nonemergency procedure, which action is most appropriate?

- A. share a patient's story for entertainment
- B. protect patient dignity, confidentiality, and informed choices

- C. coerce a patient to accept care
- D. ignore a patient's cultural preference

117. In a medical office, a sensitive topic is discussed, which action is most appropriate?

- A. share a patient's story for entertainment
- B. coerce a patient to accept care
- C. ignore a patient's cultural preference
- D. protect patient dignity, confidentiality, and informed choices

118. In a medical office, a patient requests privacy, which action is most appropriate?

- A. share a patient's story for entertainment
- B. coerce a patient to accept care
- C. protect patient dignity, confidentiality, and informed choices
- D. ignore a patient's cultural preference

119. In a medical office, a family member asks for details, which action is most appropriate?

- A. share a patient's story for entertainment
- B. coerce a patient to accept care
- C. protect patient dignity, confidentiality, and informed choices
- D. ignore a patient's cultural preference

120. In a medical office, an ethical concern arises during care, which action is most appropriate?

- A. protect patient dignity, confidentiality, and informed choices
- B. share a patient's story for entertainment
- C. coerce a patient to accept care
- D. ignore a patient's cultural preference

121. In a medical office, a specimen-delay pattern is noticed, which action is most appropriate?

- A. hide errors to protect the office
- B. document and report process issues so they can be addressed
- C. change data after a report is filed
- D. assume recurring problems will resolve alone

122. In a medical office, a safety event is identified, which action is most appropriate?

- A. hide errors to protect the office
- B. change data after a report is filed
- C. assume recurring problems will resolve alone
- D. document and report process issues so they can be addressed

123. In a medical office, a workflow creates repeated errors, which action is most appropriate?

- A. hide errors to protect the office
- B. change data after a report is filed
- C. document and report process issues so they can be addressed
- D. assume recurring problems will resolve alone

124. In a medical office, reviewing a near-miss event, which action is most appropriate?

- A. document and report process issues so they can be addressed
- B. hide errors to protect the office
- C. change data after a report is filed
- D. assume recurring problems will resolve alone

125. In a medical office, participating in a process-improvement effort, which action is most appropriate?

- A. hide errors to protect the office
- B. document and report process issues so they can be addressed
- C. change data after a report is filed
- D. assume recurring problems will resolve alone

Practice Exam 15: Answer Key and Explanations

- 1. C** — The correct response is to count respirations without calling attention to the count. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.
- 2. D** — The correct response is to count respirations without calling attention to the count. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.
- 3. A** — The correct response is to count respirations without calling attention to the count. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.
- 4. B** — The correct response is to count respirations without calling attention to the count. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.
- 5. C** — The correct response is to count respirations without calling attention to the count. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.
- 6. C** — The correct response is to document the rate, rhythm, and strength when indicated. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.
- 7. A** — The correct response is to document the rate, rhythm, and strength when indicated. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed

safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

8. D — The correct response is to document the rate, rhythm, and strength when indicated. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

9. B — The correct response is to document the rate, rhythm, and strength when indicated. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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11. C — The correct response is to position the patient safely and preserve privacy. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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13. A — The correct response is to position the patient safely and preserve privacy. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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15. C — The correct response is to position the patient safely and preserve privacy. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

16. D — The correct response is to ask the patient to describe pain using a consistent scale. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a

needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

17. A — The correct response is to ask the patient to describe pain using a consistent scale. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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20. B — The correct response is to ask the patient to describe pain using a consistent scale. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

21. D — The correct response is to keep the environment clear and assist patients at risk. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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24. C — The correct response is to keep the environment clear and assist patients at risk. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed

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25. A — The correct response is to keep the environment clear and assist patients at risk. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

26. C — The correct response is to select PPE based on the anticipated exposure. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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31. D — The correct response is to consult the safety data sheet for hazard and handling information. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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36. D — The correct response is to follow the exposure-control plan and report the incident immediately. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

41. A — The correct response is to clean from least contaminated areas toward more contaminated areas. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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46. A — The correct response is to document required sterilization monitoring results. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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51. C — The correct response is to transport specimens under the required conditions and timeframe. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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56. B — The correct response is to warm the site when appropriate and avoid excessive squeezing. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a

needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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61. D — The correct response is to identify the patient and follow the test procedure exactly. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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66. A — The correct response is to compare the current medication list with patient-reported use. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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71. D — The correct response is to document the reported medication and reaction accurately. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow

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76. A — The correct response is to use plain language and verify understanding with teach-back. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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81. C — The correct response is to confirm required information and send the referral promptly. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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83. D — The correct response is to confirm required information and send the referral promptly. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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86. C — The correct response is to verify authorization and disclose only permitted information. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow

documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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91. C — The correct response is to use approved communication methods and protect privacy. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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95. D — The correct response is to use approved communication methods and protect privacy. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

96. B — The correct response is to verify demographic and insurance information at each visit. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow documented office procedures, applicable regulations, and delegated responsibilities while completing the task.

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101. D — The correct response is to provide accurate information without making payment guarantees. This supports safe, organized, patient-centered medical-assisting practice. The other choices either omit a needed safeguard, create an avoidable risk, or use a process that does not fit the situation. Follow

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