

PRACTICE EXAM 11: NCCT MEDICAL ASSISTANT CERTIFICATION (125 QUESTIONS)

This 125-question practice examination is designed for NCCT Medical Assistant Certification preparation. Select the single best answer for each question. Use it as a study simulation; follow the current NCCT candidate handbook for official testing policies and timing.

1. During a routine outpatient encounter, which measurement is part of a standard 12-lead ECG?
 - A. Pupillary distance in this situation
 - B. Precordial chest leads
 - C. Abdominal girth only in this situation
 - D. Hearing threshold in this situation

2. During a routine outpatient encounter, which record correction is appropriate in a paper chart?
 - A. Erase the incorrect entry in this situation
 - B. Use correction fluid in this situation
 - C. Remove the page in this situation
 - D. Draw one line through the error, initial, and date it

3. During a routine outpatient encounter, which position is commonly used for a pelvic examination?
 - A. Prone in this situation
 - B. Trendelenburg in this situation
 - C. Lithotomy
 - D. Sims in this situation

4. During a routine outpatient encounter, which finding after an injection should be reported urgently?

- A. A small expected bandage mark in this situation
- B. Difficulty breathing
- C. Mild brief soreness in this situation
- D. A request for a receipt in this situation

5. During a routine outpatient encounter, which tube additive is commonly associated with a lavender-top tube?

- A. EDTA
- B. Sodium citrate in this situation
- C. Heparin only in this situation
- D. No additive in this situation

6. In an outpatient setting, what should be done with a specimen that is unlabeled?

- A. Follow policy; do not guess the patient's identity
- B. Label it with the next patient's name in this situation
- C. Send it without a label in this situation
- D. Ask the laboratory to decide in this situation

7. In an outpatient setting, what should be documented after a telephone message for a provider?

- A. Only the caller's first name in this situation
- B. Caller details, message, date, time, and action taken
- C. Nothing if the office is busy in this situation
- D. Another patient's phone number in this situation

8. During a routine outpatient encounter, which behavior demonstrates active listening?

- A. Interrupting frequently in this situation
- B. Changing the subject in this situation
- C. Restating key information for clarification
- D. Completing forms without listening in this situation

9. In an outpatient setting, what does SOAP stand for in medical documentation?

- A. Schedule, order, assist, perform in this situation
- B. Symptoms, outcome, action, payment in this situation
- C. Safety, observation, approval, procedure in this situation
- D. Subjective, objective, assessment, plan

10. In an outpatient setting, what does ICD-10-CM primarily describe?

- A. Sterile technique in this situation
- B. Diagnoses and conditions
- C. Staff schedules in this situation
- D. Office inventory in this situation

11. During a routine outpatient encounter, which task requires provider direction rather than independent medical-assistant judgment?

- A. Taking vital signs in this situation
- B. Scheduling a visit in this situation
- C. Stocking gloves in this situation
- D. Changing a treatment plan

12. During a routine outpatient encounter, which route avoids first-pass metabolism and is placed under the tongue?

- A. Topical in this situation
- B. Intramuscular in this situation
- C. Sublingual
- D. Rectal in this situation

13. In an outpatient setting, what should be checked before administering a vaccine?

- A. Current order, patient identity, and contraindications
- B. Only the vial color in this situation
- C. Only the appointment time in this situation
- D. Only the insurance card in this situation

14. During a routine outpatient encounter, a patient with suspected pulmonary tuberculosis requires which transmission-based precaution?

- A. Contact precautions only in this situation
- B. Airborne precautions
- C. Standard precautions only in this situation
- D. Protective isolation in this situation

15. In an outpatient setting, what does CPT primarily describe?

- A. Patient diagnoses in this situation
- B. Medication ingredients in this situation
- C. Medical procedures and services
- D. Insurance eligibility in this situation

16. During a routine outpatient encounter, when should quality-control results be recorded?

- A. According to the test procedure and office policy
- B. Only when a result is abnormal in this situation

- C. At year end only in this situation
- D. Never if the test appears normal in this situation

17. During a routine outpatient encounter, a competent adult refuses a nonemergency procedure. What should be documented?

- A. A forced consent in this situation
- B. A diagnosis change in this situation
- C. Nothing because care was declined in this situation
- D. The refusal and the provider notification

18. During a routine outpatient encounter, which precaution is required for every patient regardless of diagnosis?

- A. Standard precautions
- B. Airborne precautions in this situation
- C. Droplet precautions in this situation
- D. Reverse isolation in this situation

19. During a routine outpatient encounter, a patient reports chest pressure and shortness of breath in the waiting room. What is the priority?

- A. Schedule the next opening in this situation
- B. Obtain payment information in this situation
- C. Activate the emergency response process
- D. Ask the patient to drive home in this situation

20. During a routine outpatient encounter, which pulse site is generally used for routine adult pulse assessment?

- A. Femoral artery in this situation

- B. Temporal artery in this situation
- C. Popliteal artery in this situation
- D. Radial artery

21. In an outpatient setting, what should be done if a medication label is difficult to read?

- A. Guess from the bottle shape in this situation
- B. Do not administer it; obtain clarification
- C. Ask the patient to choose in this situation
- D. Use it if it is nearby in this situation

22. In an outpatient setting, what does a biological indicator monitor?

- A. The room temperature in this situation
- B. The inventory count in this situation
- C. Whether sterilization conditions killed resistant spores
- D. Patient satisfaction in this situation

23. During a routine outpatient encounter, which infection-control action applies to reusable ECG cables?

- A. Place them in a sharps container in this situation
- B. Clean and disinfect them according to policy
- C. Use them on every patient without cleaning in this situation
- D. Autoclave disposable electrodes in this situation

24. In an outpatient setting, what is the purpose of a safety data sheet?

- A. Store patient histories in this situation
- B. Schedule appointments in this situation
- C. Record vital signs in this situation

D. Provide information about hazardous chemicals

25. During a routine outpatient encounter, which item belongs in an emergency equipment check?

- A. Verify the AED is present and ready
- B. Count patient charts in this situation
- C. Check wall paint in this situation
- D. Update social media in this situation

26. During a routine outpatient encounter, a patient requests a copy of their record. What should the assistant do?

- A. Hand over the entire chart immediately in this situation
- B. Follow the practice's authorized release process
- C. Refuse every request in this situation
- D. Post the record to a portal without verification in this situation

27. In an outpatient setting, what is the appropriate role of a trained medical interpreter?

- A. Answer medical questions independently in this situation
- B. Summarize only good news in this situation
- C. Interpret the conversation accurately and impartially
- D. Make treatment decisions in this situation

28. During a routine outpatient encounter, when removing personal protective equipment, which item is generally removed first because it is most contaminated?

- A. Gloves
- B. Mask in this situation
- C. Gown in this situation
- D. Eyewear in this situation

29. In an outpatient setting, what should be done if a patient reports chest pain during an ECG?

- A. Continue without speaking in this situation
- B. Ask the patient to leave in this situation
- C. Turn off the lights in this situation
- D. Stop and alert the provider immediately

30. In an outpatient setting, what is the purpose of a material safety data resource in an office?

- A. Store insurance claims in this situation
- B. Record telephone calls in this situation
- C. Schedule staff breaks in this situation
- D. Guide safe handling of chemicals

31. In an outpatient setting, what is the correct method for disposing of a used needle?

- A. Bend it before disposal in this situation
- B. Place it directly in a sharps container
- C. Recap it using two hands in this situation
- D. Put it in regular trash in this situation

32. During a routine outpatient encounter, which equipment provides the most accurate oral temperature?

- A. A digital oral thermometer
- B. A pulse oximeter in this situation
- C. A peak flow meter in this situation
- D. A reflex hammer in this situation

33. During a routine outpatient encounter, which site is commonly used for a subcutaneous injection?

- A. Palmar wrist in this situation
- B. Earlobe in this situation
- C. Abdomen away from the umbilicus
- D. Upper eyelid in this situation

34. During a routine outpatient encounter, which disinfectant practice is essential before preparing an injection?

- A. Clean the vial stopper with alcohol
- B. Shake every medication vigorously in this situation
- C. Reuse a used syringe in this situation
- D. Leave the stopper uncapped in this situation

35. During a routine outpatient encounter, which vital sign should be reported promptly when newly abnormal?

- A. Temperature of 36.8 C in this situation
- B. Oxygen saturation of 86 percent
- C. Pulse of 72 per minute in this situation
- D. Respirations of 16 per minute in this situation

36. In an outpatient setting, what is the purpose of a centrifuge?

- A. Sterilize instruments in this situation
- B. Measure pulse in this situation
- C. Separate components by spinning
- D. Warm reagents in this situation

37. During a routine outpatient encounter, which action is appropriate before performing a waived test?

- A. Use any substitute reagent in this situation
- B. Skip expiration-date checks in this situation
- C. Report a result from memory in this situation
- D. Follow the manufacturer's instructions

38. In an outpatient setting, what is the best response when asked to perform a task outside training or scope?

- A. Pause and seek guidance from the provider or supervisor
- B. Perform it secretly in this situation
- C. Delegate it to a visitor in this situation
- D. Document it as completed in this situation

39. In an outpatient setting, what is the purpose of a chain-of-custody form?

- A. Measure specimen volume in this situation
- B. Identify insurance benefits in this situation
- C. Record vital signs in this situation
- D. Document specimen handling and transfer

40. During a routine outpatient encounter, which statement about lead placement is correct?

- A. All leads are interchangeable in this situation
- B. Placement does not affect the tracing in this situation
- C. Accurate placement is necessary for a reliable ECG
- D. Only one lead is needed in this situation

41. In an outpatient setting, what is the purpose of a tickler file?

- A. Store sterile instruments in this situation
- B. Track items requiring future follow-up
- C. Measure vital signs in this situation
- D. Replace an appointment book in this situation

42. In an outpatient setting, what is the correct sequence for obtaining a manual blood pressure?

- A. Deflate cuff before placement in this situation
- B. Listen without a cuff in this situation
- C. Inflate after removing the cuff in this situation
- D. Locate artery, place cuff, inflate, then deflate slowly

43. During a routine outpatient encounter, which route is used for medication applied to the skin?

- A. Topical
- B. Sublingual in this situation
- C. Intravenous in this situation
- D. Inhalation in this situation

44. In an outpatient setting, what is the best way to reduce preanalytic errors?

- A. Assume labels are correct in this situation
- B. Delay labeling in this situation
- C. Verify patient preparation and specimen identification
- D. Mix specimens between patients in this situation

45. During a routine outpatient encounter, why is skin preparation important before placing ECG electrodes?

- A. It increases the patient's blood pressure in this situation
- B. It improves electrode contact and signal quality

- C. It sterilizes the heart in this situation
- D. It replaces lead placement in this situation

46. During a routine outpatient encounter, a patient feels dizzy after an injection. Which position is most appropriate?

- A. Supine with legs elevated if tolerated
- B. Standing at the counter in this situation
- C. Prone with head raised in this situation
- D. Lithotomy in this situation

47. During a routine outpatient encounter, for an adult who is unconscious and not breathing normally, what should be done after activating emergency response?

- A. Give oral fluids in this situation
- B. Place in lithotomy position in this situation
- C. Begin CPR and use an AED when available
- D. Take a routine history in this situation

48. In an outpatient setting, what is the correct action after a capillary puncture?

- A. Reuse the lancet in this situation
- B. Apply pressure and dispose of the lancet safely
- C. Massage vigorously before collection in this situation
- D. Place the lancet on the counter in this situation

49. During a routine outpatient encounter, which action supports patient-centered care?

- A. Make decisions without explanation in this situation
- B. Use only technical language in this situation
- C. Avoid asking preferences in this situation

D. Include the patient in understandable care discussions

50. In an outpatient setting, what is the correct first action when an ECG tracing has artifact?

- A. Interpret it as normal in this situation
- B. Check electrodes and patient movement
- C. Delete the tracing in this situation
- D. Ask the patient to run in place in this situation

51. During a routine outpatient encounter, which task is within the usual medical assistant role?

- A. Independently diagnose disease in this situation
- B. Prescribe medication in this situation
- C. Interpret imaging for diagnosis in this situation
- D. Collect and prepare specimens as ordered

52. In an outpatient setting, what is the purpose of an audit trail in an electronic record?

- A. Show who accessed or changed information
- B. Replace patient consent in this situation
- C. Measure vital signs in this situation
- D. Store sterile supplies in this situation

53. During a routine outpatient encounter, a patient says they feel faint during a blood draw. What should the medical assistant do first?

- A. Finish filling every tube in this situation
- B. Ask the patient to stand in this situation
- C. Remove the tourniquet and needle safely
- D. Leave to find the provider in this situation

54. In an outpatient setting, what is the main reason to rotate insulin injection sites?

- A. Avoid documenting doses in this situation
- B. Make the medication stronger in this situation
- C. Eliminate the need for cleaning in this situation
- D. Reduce tissue damage and improve absorption consistency

55. During a routine outpatient encounter, which action helps prevent insurance claim denials?

- A. Verify coverage before the visit
- B. Submit incomplete information in this situation
- C. Use outdated demographics in this situation
- D. Skip authorization requirements in this situation

56. In an outpatient setting, what should staff do first when discovering a fire?

- A. Continue patient check-in in this situation
- B. Open all windows in this situation
- C. Activate the alarm and follow the emergency plan
- D. Use elevators in this situation

57. During a routine outpatient encounter, which behavior protects patient privacy at the front desk?

- A. Call out diagnoses loudly in this situation
- B. Speak quietly and limit information shared
- C. Leave charts open for visitors in this situation
- D. Discuss cases in elevators in this situation

58. During a routine outpatient encounter, which is a common barrier to effective communication?

- A. Using unexplained medical terminology
- B. Maintaining eye contact in this situation
- C. Providing an interpreter in this situation
- D. Allowing questions in this situation

59. During a routine outpatient encounter, which document is commonly used to record charges for services provided?

- A. Safety data sheet in this situation
- B. Immunization record in this situation
- C. Encounter form
- D. Sterilization log in this situation

60. During a routine outpatient encounter, which method best prevents transmission of pathogens between patients?

- A. Wear the same gloves all day in this situation
- B. Clean hands only when visibly soiled in this situation
- C. Use perfume after procedures in this situation
- D. Perform hand hygiene before and after contact

61. During a routine outpatient encounter, before identifying a patient for a venipuncture, which action is required?

- A. Ask the room number only in this situation
- B. Use two patient identifiers
- C. Rely on the schedule alone in this situation
- D. Use the diagnosis as identity in this situation

62. In an outpatient setting, what is the purpose of medication reconciliation?

- A. Choose the cheapest drug in this situation
- B. Compare medication information to identify discrepancies
- C. Eliminate all medications in this situation
- D. Create a billing code in this situation

63. During a routine outpatient encounter, which specimen may require protection from light?

- A. Routine throat swab in this situation
- B. Nasal culture in this situation
- C. Clean-catch urine in this situation
- D. Bilirubin sample

64. During a routine outpatient encounter, which agency enforces workplace safety standards, including bloodborne pathogen rules?

- A. OSHA
- B. CMS in this situation
- C. FDA in this situation
- D. DEA in this situation

65. In an outpatient setting, what does CLIA regulate in many medical offices?

- A. Parking requirements in this situation
- B. Provider licensure only in this situation
- C. Laboratory testing quality
- D. Insurance premiums in this situation

66. During a routine outpatient encounter, a fasting blood test generally means the patient should

- A. avoid food for the instructed period while water may be allowed
- B. Eat a high-protein breakfast in this situation

- C. Drink juice before arrival in this situation
- D. Skip prescribed medication without instructions in this situation

67. During a routine outpatient encounter, which specimen handling action is correct?

- A. Label it at the end of the day in this situation
- B. Label the specimen in the patient's presence
- C. Use another patient's labels in this situation
- D. Leave it unlabeled for the lab in this situation

68. During a routine outpatient encounter, which process destroys many but not all microbial spores?

- A. Hand washing in this situation
- B. Routine cleaning in this situation
- C. Low-level dusting in this situation
- D. High-level disinfection

69. During a routine outpatient encounter, when communicating with a patient who has hearing loss, the assistant should

- A. Turn away while speaking in this situation
- B. Shout from the doorway in this situation
- C. face the patient and speak clearly
- D. Rely on a family member without asking in this situation

70. During a routine outpatient encounter, a patient uses an inhaler before spirometry despite instructions not to. What should the assistant do?

- A. Ignore it in this situation
- B. Change the results in this situation
- C. Tell the patient to repeat without documentation in this situation

D. Notify the provider and document the deviation

71. During a routine outpatient encounter, which symptom should be escalated promptly to a provider?

- A. A request for a magazine in this situation
- B. A routine refill question in this situation
- C. New unilateral weakness
- D. A preference for morning visits in this situation

72. In an outpatient setting, what does the abbreviation NPO mean?

- A. New patient only in this situation
- B. Nothing by mouth
- C. Normal pulse observed in this situation
- D. No pain order in this situation

73. During a routine outpatient encounter, which site is preferred for an intradermal tuberculosis skin test?

- A. The inner forearm
- B. The deltoid muscle in this situation
- C. The dorsogluteal muscle in this situation
- D. The antecubital vein in this situation

74. In an outpatient setting, what is the main purpose of a urinalysis dipstick?

- A. Measure hearing in this situation
- B. Assess reflexes in this situation
- C. Determine blood type in this situation
- D. Screen urine for chemical constituents

75. In an outpatient setting, what is the function of an autoclave?

- A. Store clean supplies in this situation
- B. Measure urine specific gravity in this situation
- C. Sterilize items using steam under pressure
- D. Sharpen needles in this situation

76. In an outpatient setting, what is the proper action after giving an injection?

- A. Document the medication, dose, route, site, time, and response
- B. Discard the order in this situation
- C. Leave the syringe on the tray in this situation
- D. Wait until next week to chart in this situation

77. In an outpatient setting, what is the appropriate response to a patient complaint?

- A. Argue with the patient in this situation
- B. Document it and route it according to policy
- C. Delete the complaint in this situation
- D. Discuss it publicly in this situation

78. During a routine outpatient encounter, a patient develops hives and wheezing after medication administration. What is the priority?

- A. Complete documentation first in this situation
- B. Offer water and wait in this situation
- C. Schedule a follow-up visit in this situation
- D. Call for emergency assistance and assess airway

79. During a routine outpatient encounter, which factor can influence a patient's health beliefs?

- A. The assistant's preferred routine in this situation
- B. Office wall color in this situation
- C. Cultural background
- D. Printer model in this situation

80. During a routine outpatient encounter, a sterile field is considered contaminated if it is

- A. below waist level
- B. kept in view in this situation
- C. opened immediately before use in this situation
- D. prepared on a dry surface in this situation

81. During a routine outpatient encounter, which communication technique confirms a patient's understanding?

- A. Using medical jargon in this situation
- B. Speaking faster in this situation
- C. Teach-back
- D. Avoiding questions in this situation

82. During a routine outpatient encounter, which action is appropriate after a needlestick injury?

- A. Squeeze the wound repeatedly in this situation
- B. Wash the area and report it immediately
- C. Cover it and finish the shift in this situation
- D. Recap the needle in this situation

83. During a routine outpatient encounter, which precaution is important when collecting a sputum specimen?

- A. Collect after mouthwash only in this situation
- B. Use a urine container in this situation
- C. Add tap water to the sample in this situation
- D. Collect deep respiratory secretions, not saliva

84. During a routine outpatient encounter, before administering a medication, what must be verified?

- A. Only the room number in this situation
- B. The medication rights and the order
- C. Only the drug color in this situation
- D. Only the patient's insurance in this situation

85. In an outpatient setting, what is the usual purpose of a pulse oximeter?

- A. Estimate oxygen saturation
- B. Measure blood glucose in this situation
- C. Assess visual acuity in this situation
- D. Record temperature in this situation

86. During a routine outpatient encounter, which angle is typically used for an intradermal injection?

- A. 5 to 15 degrees
- B. 45 to 60 degrees in this situation
- C. 90 degrees in this situation
- D. 120 degrees in this situation

87. During a routine outpatient encounter, which action helps prevent medication errors?

- A. Prepare medications for several patients together in this situation
- B. Rely on memory in this situation
- C. Skip patient identifiers in this situation

D. Compare the label with the order three times

88. In an outpatient setting, what does spirometry primarily assess?

- A. Visual fields in this situation
- B. Cardiac rhythm in this situation
- C. Pulmonary airflow and lung function
- D. Bone density in this situation

89. During a routine outpatient encounter, which item is an example of a fixed office expense?

- A. Disposable gloves in this situation
- B. Monthly rent
- C. Syringes in this situation
- D. Postage stamps in this situation

90. During a routine outpatient encounter, which statement best describes aseptic technique?

- A. A method for insurance coding in this situation
- B. A billing procedure in this situation
- C. A scheduling system in this situation
- D. Practices that reduce contamination by microorganisms

91. In an outpatient setting, what should be done before using a point-of-care glucose meter?

- A. Use it without calibration in this situation
- B. Check quality control and expiration information
- C. Share lancets between patients in this situation
- D. Ignore the test strip container in this situation

92. During a routine outpatient encounter, which test evaluates distance visual acuity?

- A. Ishihara plates in this situation
- B. Tympanometry in this situation
- C. Snellen chart
- D. Spirometry in this situation

93. During a routine outpatient encounter, a blood pressure cuff that is too small will most likely produce which result?

- A. A falsely high reading
- B. A falsely low reading in this situation
- C. No pulse reading in this situation
- D. An irregular temperature in this situation

94. In an outpatient setting, what should be done before obtaining a resting ECG?

- A. Explain the procedure and allow the patient to rest
- B. Have the patient exercise first in this situation
- C. Apply leads over clothing in this situation
- D. Skip identification in this situation

95. In an outpatient setting, what should an assistant do if a patient reports possible abuse?

- A. Promise absolute secrecy in this situation
- B. Investigate independently in this situation
- C. Notify the provider and follow reporting policy
- D. Confront the suspected abuser alone in this situation

96. In an outpatient setting, what is the appropriate action if a sterile package becomes wet?

- A. Use it first in this situation
- B. Dry it with a towel in this situation
- C. Mark it as sterile anyway in this situation
- D. Treat it as contaminated

97. During a routine outpatient encounter, which method helps prioritize a busy clinical day?

- A. Complete tasks randomly in this situation
- B. Address emergencies and time-sensitive tasks first
- C. Handle the easiest task only in this situation
- D. Delay all patient calls in this situation

98. During a routine outpatient encounter, which appointment system schedules several patients for the same time slot?

- A. Stream scheduling in this situation
- B. Matrix scheduling in this situation
- C. Wave scheduling
- D. Time-specified scheduling in this situation

99. During a routine outpatient encounter, which finding should be documented as subjective data?

- A. The patient reports nausea
- B. Blood pressure is 118/74 in this situation
- C. Skin is warm to touch in this situation
- D. Weight is 70 kg in this situation

100. During a routine outpatient encounter, a patient has a past-due balance. Which approach is most professional?

- A. Announce it in the waiting room in this situation
- B. Ignore every balance in this situation
- C. Disclose it to other patients in this situation
- D. Discuss it privately and follow office policy

101. During a routine outpatient encounter, which action maintains a sterile package after processing?

- A. Store it under a sink in this situation
- B. Keep it dry and intact until use
- C. Open it to inspect daily in this situation
- D. Place heavy items on it in this situation

102. In an outpatient setting, what should be done before measuring a patient's weight?

- A. Ask the patient to hold a bag in this situation
- B. Ensure the scale is balanced or zeroed
- C. Place the scale on carpet in this situation
- D. Estimate from appearance in this situation

103. In an outpatient setting, what does the abbreviation PRN mean on a medication order?

- A. As needed
- B. Before meals in this situation
- C. At bedtime in this situation
- D. Nothing by mouth in this situation

104. During a routine outpatient encounter, which specimen usually requires a clean-catch midstream technique?

- A. Throat culture in this situation
- B. Fecal occult blood card in this situation

- C. Sputum smear in this situation
- D. Urine culture

105. During a routine outpatient encounter, which condition is a reason to reject a specimen?

- A. It arrives promptly in this situation
- B. It is in the correct container in this situation
- C. It is improperly labeled
- D. It has complete requisition information in this situation

106. During a routine outpatient encounter, which element is required for a valid informed consent?

- A. A family member signs without discussion in this situation
- B. The assistant explains surgery independently in this situation
- C. The patient understands risks, benefits, and alternatives
- D. The form is signed after sedation in this situation

107. In an outpatient setting, what is the main purpose of a referral?

- A. Replace the medical record in this situation
- B. Arrange evaluation by an appropriate specialist
- C. Avoid provider documentation in this situation
- D. Transfer office ownership in this situation

108. During a routine outpatient encounter, which test measures the electrical activity of the heart?

- A. Electrocardiogram
- B. Spirometry in this situation
- C. Audiometry in this situation
- D. Snellen test in this situation

109. During a routine outpatient encounter, which laboratory test commonly requires a capillary fingerstick specimen?

- A. Routine chest radiograph in this situation
- B. Visual acuity test in this situation
- C. ECG tracing in this situation
- D. Point-of-care glucose

110. During a routine outpatient encounter, which item should be sterilized rather than disinfected?

- A. An office desk in this situation
- B. A waiting-room chair in this situation
- C. A blood pressure cuff used on intact skin in this situation
- D. A reusable instrument that enters sterile tissue

111. During a routine outpatient encounter, which method best protects electronic health information?

- A. Share passwords with coworkers in this situation
- B. Leave screens unlocked in this situation
- C. Use unique passwords and log off when leaving
- D. Email records to personal accounts in this situation

112. During a routine outpatient encounter, a control result is outside the acceptable range. What should happen next?

- A. Release all patient results in this situation
- B. Do not report patient results until the issue is resolved
- C. Change the control value in this situation
- D. Discard records in this situation

113. During a routine outpatient encounter, HIPAA's minimum necessary principle means staff should

- A. access only information needed for their job
- B. share records with family on request in this situation
- C. discuss cases in public areas in this situation
- D. use any chart for training in this situation

114. During a routine outpatient encounter, a patient is at risk of falling. Which intervention is appropriate?

- A. Ask the patient to walk alone in this situation
- B. Raise the bed to maximum height in this situation
- C. Keep the call light within reach and assist with ambulation
- D. Leave clutter on the floor in this situation

115. In an outpatient setting, what is the primary purpose of a quality-control test?

- A. Confirm that a test system is functioning properly
- B. Replace patient testing in this situation
- C. Increase appointment volume in this situation
- D. Eliminate documentation in this situation

116. During a routine outpatient encounter, which angle is generally used for an intramuscular injection?

- A. 5 degrees in this situation
- B. 90 degrees
- C. 15 degrees in this situation
- D. 25 degrees in this situation

117. During a routine outpatient encounter, which technique is correct for measuring height?

- A. Measure while wearing heels in this situation
- B. Have the patient slouch in this situation
- C. Estimate from the chart in this situation
- D. Remove shoes and align the head in a neutral position

118. During a routine outpatient encounter, which entry best describes an objective chart note?

- A. Patient looks terrible in this situation
- B. Temperature 38.3 C orally
- C. Patient is probably exaggerating in this situation
- D. Patient seems dishonest in this situation

119. During a routine outpatient encounter, which test uses a microscope slide to evaluate cells from the cervix?

- A. Papanicolaou test
- B. Spirometry in this situation
- C. Audiometry in this situation
- D. Tonometry in this situation

120. During a routine outpatient encounter, a patient becomes angry about a wait time. What is the best initial response?

- A. Argue about the schedule in this situation
- B. Ignore the patient in this situation
- C. Acknowledge the concern calmly and seek a solution
- D. Discuss another patient's delay in this situation

121. In an outpatient setting, what does a spirometer mouthpiece require between patients?

- A. Use without cleaning in this situation

- B. Storage in a paper chart in this situation
- C. Placement in a sharps container in this situation
- D. Replacement or disinfection according to policy

122. During a routine outpatient encounter, which condition may interfere with a pulse oximeter reading?

- A. Dark nail polish
- B. A clean dry finger in this situation
- C. A charged monitor in this situation
- D. A seated patient in this situation

123. During a routine outpatient encounter, a medical assistant receives a verbal order. What is the safest response?

- A. Assume it was heard correctly in this situation
- B. Ask another patient to confirm in this situation
- C. Read the order back for verification
- D. Enter it later from memory in this situation

124. During a routine outpatient encounter, which action is appropriate when a patient arrives late?

- A. Guarantee immediate service in this situation
- B. Ignore the patient in this situation
- C. Cancel without speaking in this situation
- D. Follow office scheduling policy and communicate options

125. During a routine outpatient encounter, which fire extinguisher action sequence is commonly remembered as PASS?

- A. Push, assess, stop, signal in this situation

- B. Pull, aim, squeeze, sweep
- C. Place, activate, spray, stand in this situation
- D. Point, alert, secure, step back in this situation

Practice Exam 11: Answer Key and Explanations

1. **B** — The correct response is Precordial chest leads. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
2. **D** — The correct response is Draw one line through the error, initial, and date it. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task.
3. **C** — The correct response is Lithotomy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
4. **B** — The correct response is Difficulty breathing. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
5. **A** — The correct response is EDTA. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
6. **A** — The correct response is Follow policy; do not guess the patient's identity. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
7. **B** — The correct response is Caller details, message, date, time, and action taken. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

- 8. C** — The correct response is Restating key information for clarification. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 9. D** — The correct response is Subjective, objective, assessment, plan. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 10. B** — The correct response is Diagnoses and conditions. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 11. D** — The correct response is Changing a treatment plan. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 12. C** — The correct response is Sublingual. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 13. A** — The correct response is Current order, patient identity, and contraindications. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 14. B** — The correct response is Airborne precautions. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 15. C** — The correct response is Medical procedures and services. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.
- 16. A** — The correct response is According to the test procedure and office policy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable

policy, standard precautions, documentation, and the provider's direction when performing this task safely.

17. D — The correct response is The refusal and the provider notification. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

18. A — The correct response is Standard precautions. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

19. C — The correct response is Activate the emergency response process. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

20. D — The correct response is Radial artery. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

21. B — The correct response is Do not administer it; obtain clarification. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

22. C — The correct response is Whether sterilization conditions killed resistant spores. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

23. B — The correct response is Clean and disinfect them according to policy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

24. D — The correct response is Provide information about hazardous chemicals. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

25. A — The correct response is Verify the AED is present and ready. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

26. B — The correct response is Follow the practice's authorized release process. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

27. C — The correct response is Interpret the conversation accurately and impartially. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

28. A — The correct response is Gloves. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

29. D — The correct response is Stop and alert the provider immediately. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

30. D — The correct response is Guide safe handling of chemicals. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

31. B — The correct response is Place it directly in a sharps container. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

32. A — The correct response is A digital oral thermometer. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

33. C — The correct response is Abdomen away from the umbilicus. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an

incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

34. A — The correct response is Clean the vial stopper with alcohol. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

35. B — The correct response is Oxygen saturation of 86 percent. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

36. C — The correct response is Separate components by spinning. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

37. D — The correct response is Follow the manufacturer's instructions. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

38. A — The correct response is Pause and seek guidance from the provider or supervisor. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

39. D — The correct response is Document specimen handling and transfer. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

40. C — The correct response is Accurate placement is necessary for a reliable ECG. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

41. B — The correct response is Track items requiring future follow-up. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

42. D — The correct response is Locate artery, place cuff, inflate, then deflate slowly. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

43. A — The correct response is Topical. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

44. C — The correct response is Verify patient preparation and specimen identification. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

45. B — The correct response is It improves electrode contact and signal quality. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

46. A — The correct response is Supine with legs elevated if tolerated. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

47. C — The correct response is Begin CPR and use an AED when available. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

48. B — The correct response is Apply pressure and dispose of the lancet safely. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

49. D — The correct response is Include the patient in understandable care discussions. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

50. B — The correct response is Check electrodes and patient movement. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

51. D — The correct response is Collect and prepare specimens as ordered. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

52. A — The correct response is Show who accessed or changed information. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

53. C — The correct response is Remove the tourniquet and needle safely. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

54. D — The correct response is Reduce tissue damage and improve absorption consistency. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

55. A — The correct response is Verify coverage before the visit. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

56. C — The correct response is Activate the alarm and follow the emergency plan. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

57. B — The correct response is Speak quietly and limit information shared. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

58. A — The correct response is Using unexplained medical terminology. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use

an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

59. C — The correct response is Encounter form. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

60. D — The correct response is Perform hand hygiene before and after contact. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

61. B — The correct response is Use two patient identifiers. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

62. B — The correct response is Compare medication information to identify discrepancies. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

63. D — The correct response is Bilirubin sample. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

64. A — The correct response is OSHA. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

65. C — The correct response is Laboratory testing quality. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

66. A — The correct response is avoid food for the instructed period while water may be allowed. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and provider direction when performing this task.

67. B — The correct response is Label the specimen in the patient's presence. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

68. D — The correct response is High-level disinfection. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

69. C — The correct response is face the patient and speak clearly. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

70. D — The correct response is Notify the provider and document the deviation. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

71. C — The correct response is New unilateral weakness. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

72. B — The correct response is Nothing by mouth. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

73. A — The correct response is The inner forearm. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

74. D — The correct response is Screen urine for chemical constituents. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

75. C — The correct response is Sterilize items using steam under pressure. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

76. A — The correct response is Document the medication, dose, route, site, time, and response. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

77. B — The correct response is Document it and route it according to policy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

78. D — The correct response is Call for emergency assistance and assess airway. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

79. C — The correct response is Cultural background. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

80. A — The correct response is below waist level. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

81. C — The correct response is Teach-back. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

82. B — The correct response is Wash the area and report it immediately. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

83. D — The correct response is Collect deep respiratory secretions, not saliva. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

84. B — The correct response is The medication rights and the order. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an

incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

85. A — The correct response is Estimate oxygen saturation. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

86. A — The correct response is 5 to 15 degrees. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

87. D — The correct response is Compare the label with the order three times. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

88. C — The correct response is Pulmonary airflow and lung function. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

89. B — The correct response is Monthly rent. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

90. D — The correct response is Practices that reduce contamination by microorganisms. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

91. B — The correct response is Check quality control and expiration information. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

92. C — The correct response is Snellen chart. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

93. A — The correct response is A falsely high reading. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

94. A — The correct response is Explain the procedure and allow the patient to rest. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

95. C — The correct response is Notify the provider and follow reporting policy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

96. D — The correct response is Treat it as contaminated. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

97. B — The correct response is Address emergencies and time-sensitive tasks first. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

98. C — The correct response is Wave scheduling. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

99. A — The correct response is The patient reports nausea. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

100. D — The correct response is Discuss it privately and follow office policy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

101. B — The correct response is Keep it dry and intact until use. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an

incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

102. B — The correct response is Ensure the scale is balanced or zeroed. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

103. A — The correct response is As needed. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

104. D — The correct response is Urine culture. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

105. C — The correct response is It is improperly labeled. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

106. C — The correct response is The patient understands risks, benefits, and alternatives. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

107. B — The correct response is Arrange evaluation by an appropriate specialist. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

108. A — The correct response is Electrocardiogram. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

109. D — The correct response is Point-of-care glucose. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

110. D — The correct response is A reusable instrument that enters sterile tissue. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

111. C — The correct response is Use unique passwords and log off when leaving. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

112. B — The correct response is Do not report patient results until the issue is resolved. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task.

113. A — The correct response is access only information needed for their job. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

114. C — The correct response is Keep the call light within reach and assist with ambulation. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task.

115. A — The correct response is Confirm that a test system is functioning properly. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

116. B — The correct response is 90 degrees. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

117. D — The correct response is Remove shoes and align the head in a neutral position. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task.

118. B — The correct response is Temperature 38.3 C orally. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

119. A — The correct response is Papanicolaou test. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

120. C — The correct response is Acknowledge the concern calmly and seek a solution. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

121. D — The correct response is Replacement or disinfection according to policy. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

122. A — The correct response is Dark nail polish. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

123. C — The correct response is Read the order back for verification. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

124. D — The correct response is Follow office scheduling policy and communicate options. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.

125. B — The correct response is Pull, aim, squeeze, sweep. It directly addresses the outpatient scenario in the stem and reflects safe medical-assisting practice. The other choices either use an incorrect technique, omit a required safety step, or exceed the assistant's role. Use applicable policy, standard precautions, documentation, and the provider's direction when performing this task safely.