

NCMA PRACTICE EXAM 10 (150 QUESTIONS)

This 150-question practice exam mirrors the NCCT NCMA content emphasis. Allow 3 hours. It is an original study resource, not an NCCT examination. Select the single best answer for each question. Review the answer key and rationales after completing the exam.

1. A clinic medical assistant is asked: which term means inflammation of a vein?

- A. Cystitis
- B. Phlebitis
- C. Dermatitis
- D. Nephritis

2. For a scheduled patient encounter, which route bypasses the gastrointestinal tract?

- A. Intramuscular
- B. Oral
- C. Sublingual
- D. Rectal

3. When applying standard clinical practice, which action is part of the medication rights?

- A. Use the room number only
- B. Verify the patient using two identifiers
- C. Ask a family member to identify the patient
- D. Skip identification for a familiar patient

4. In preparation for safe care, a medication that lowers blood glucose is classified as a:

- A. Bronchodilator
- B. Diuretic
- C. Anticoagulant
- D. Hypoglycemic agent

5. At an outpatient practice, the abbreviation PRN means:

- A. As needed
- B. Before meals
- C. At bedtime
- D. Immediately

6. A clinic medical assistant is asked: which anatomical plane divides the body into right and left portions?

- A. Transverse plane
- B. Frontal plane
- C. Sagittal plane
- D. Oblique plane

7. For a scheduled patient encounter, the normal direction of blood flow in systemic circulation begins at the:

- A. Left ventricle
- B. Right atrium
- C. Left atrium
- D. Right ventricle

8. When applying standard clinical practice, which organ primarily filters blood and forms urine?

- A. Pancreas

- B. Liver
- C. Kidney
- D. Spleen

9. In preparation for safe care, a medication order is difficult to read. What should the medical assistant do first?

- A. Use the most common dose
- B. Guess from the diagnosis
- C. Ask the patient what was prescribed
- D. Clarify the order with the authorized prescriber

10. At an outpatient practice, which finding is most consistent with an adverse drug reaction?

- A. Expected mild thirst from fasting
- B. New widespread hives after a dose
- C. A scheduled refill request
- D. Improved symptom control

11. A clinic medical assistant is asked: the abbreviation qid means:

- A. Once daily
- B. Every four hours
- C. Four times daily
- D. Every other day

12. For a scheduled patient encounter, which injection route uses a 90-degree angle in typical adult technique?

- A. Intramuscular
- B. Intradermal

- C. Subcutaneous
- D. Topical

13. When applying standard clinical practice, before drawing up a liquid medication, the assistant should first:

- A. Remove the vial label
- B. Compare the label with the medication order
- C. Discard the medication cap
- D. Call the pharmacy

14. In preparation for safe care, the prefix brady- means:

- A. Around
- B. Fast
- C. Painful
- D. Slow

15. At an outpatient practice, which statement describes a contraindication?

- A. A reason a treatment should not be used
- B. A desired medication effect
- C. A generic drug name
- D. A routine refill date

16. A clinic medical assistant is asked: a patient weighs 154 lb. Approximately how many kilograms is this?

- A. 77 kg
- B. 50 kg
- C. 70 kg

D. 90 kg

17. For a scheduled patient encounter, a prescription reads 500 mg. Tablets available are 250 mg each. How many tablets are needed?

- A. 1 tablet
- B. 2 tablets
- C. 3 tablets
- D. 4 tablets

18. When applying standard clinical practice, which site is commonly used for an intradermal test?

- A. Upper outer buttock
- B. Ventrogluteal muscle
- C. Deltoid muscle
- D. Inner forearm

19. In preparation for safe care, which abbreviation should be avoided because it can be misread?

- A. PO for oral
- B. mL for milliliters
- C. U for units
- D. IM for intramuscular

20. At an outpatient practice, the term proximal means:

- A. Farther from the trunk
- B. Closer to the point of attachment
- C. Toward the skin surface
- D. Away from the midline

21. A clinic medical assistant is asked: which measurement is used to assess medication volume in a syringe?

- A. Milliliters
- B. Kilograms
- C. Centimeters
- D. Degrees Celsius

22. For a scheduled patient encounter, a drug with the name ending -pril is commonly a:

- A. Antacid
- B. Antibiotic
- C. Antifungal
- D. ACE inhibitor

23. When applying standard clinical practice, when should hand hygiene be performed?

- A. Only when hands look soiled
- B. Before and after every patient contact
- C. At the end of the shift only
- D. Only after removing gloves

24. In preparation for safe care, standard Precautions apply to:

- A. Only patients with known infections
- B. Only patients in isolation
- C. All patients regardless of diagnosis
- D. Only patients with bloodborne disease

25. At an outpatient practice, which item belongs in a sharps container?

- A. Exam gloves
- B. Blood-soaked gauze
- C. Paper wrapper
- D. Used lancet

26. A clinic medical assistant is asked: after a needlestick injury, the assistant should first:

- A. Wash the area and report the exposure immediately
- B. Squeeze the wound aggressively
- C. Finish the shift before reporting
- D. Cover the site and ignore it

27. For a scheduled patient encounter, which process destroys all microbial life, including bacterial spores?

- A. Sterilization
- B. Sanitization
- C. Disinfection
- D. Cleaning

28. When applying standard clinical practice, a Safety Data Sheet provides information about:

- A. Medication refill status
- B. Patient insurance benefits
- C. Hazards and safe handling of chemicals
- D. Employee vacation time

29. In preparation for safe care, the correct order for donning PPE is generally:

- A. Eye protection, gloves, gown, mask
- B. Gloves, gown, mask, eye protection
- C. Mask, gloves, gown, eye protection
- D. Gown, mask or respirator, eye protection, gloves

30. At an outpatient practice, what is the best way to prevent injury while moving a heavy supply box?

- A. Twist at the waist while lifting
- B. Use proper body mechanics and get help if needed
- C. Lift quickly with the back
- D. Carry it away from the body

31. A clinic medical assistant is asked: a patient has suspected pulmonary tuberculosis. Which precaution is indicated?

- A. Airborne precautions
- B. Contact precautions only
- C. Droplet precautions only
- D. Reverse isolation only

32. For a scheduled patient encounter, which fire extinguisher class is used for ordinary combustibles such as paper?

- A. Class K
- B. Class B
- C. Class C
- D. Class A

33. When applying standard clinical practice, a spill of blood on an exam table should be cleaned using:

- A. Plain water only

- B. An EPA-registered disinfectant according to label directions
- C. A dry paper towel only
- D. Hand sanitizer alone

34. In preparation for safe care, which is an example of a fomite?

- A. A cough droplet
- B. A mosquito
- C. Contaminated blood pressure cuff
- D. A patient sneeze

35. At an outpatient practice, what is the purpose of an eyewash station?

- A. Clean contact lenses routinely
- B. Store sterile saline
- C. Disinfect eyeglasses
- D. Flush the eyes after hazardous exposure

36. A clinic medical assistant is asked: which action best maintains a sterile field?

- A. Reach across the sterile field
- B. Keep the field above waist level and in view
- C. Turn away from the sterile field
- D. Place wet packages on the field

37. For a scheduled patient encounter, a patient becomes faint while standing. What should the assistant do?

- A. Ask the patient to keep walking
- B. Leave to find the provider first
- C. Assist the patient safely to a seated or supine position

D. Give medication without an order

38. When applying standard clinical practice, which method is appropriate for removing gloves?

- A. Peel them off without touching the contaminated exterior
- B. Pull both gloves off from the fingertips
- C. Wash gloves before removing them
- D. Remove the mask first

39. In preparation for safe care, what is the purpose of a safety-engineered needle device?

- A. Increase medication volume
- B. Reduce risk of sharps injuries
- C. Replace hand hygiene
- D. Eliminate the need for disposal

40. At an outpatient practice, which practice is correct when using a disinfectant?

- A. Allow the surface to remain wet for the labeled contact time
- B. Wipe it dry immediately
- C. Mix products to make them stronger
- D. Use it only on visibly dirty surfaces

41. A clinic medical assistant is asked: before obtaining vital signs, the assistant should:

- A. Use the appointment time
- B. Ask only for the room number
- C. Identify the patient using two identifiers
- D. Rely on a family member

42. For a scheduled patient encounter, a blood pressure cuff that is too small will usually produce a reading that is:

- A. Impossible to obtain
- B. Falsely low
- C. Unchanged
- D. Falsely high

43. When applying standard clinical practice, which position is used for a pelvic examination?

- A. Fowler
- B. Lithotomy
- C. Prone
- D. Trendelenburg

44. In preparation for safe care, a pulse oximeter estimates:

- A. Blood pressure
- B. Blood glucose level
- C. Oxygen saturation of hemoglobin
- D. Body temperature

45. At an outpatient practice, which finding should be reported promptly to the provider?

- A. A scheduled follow-up visit
- B. A request for a blanket
- C. A completed intake form
- D. New chest pain

46. A clinic medical assistant is asked: the purpose of a chief complaint is to document:

- A. The main reason for the visit in the patient's words
- B. The final diagnosis in this situation in this situation
- C. The billing code in this situation in this situation
- D. The provider's treatment plan in this situation in this situation

47. For a scheduled patient encounter, which is included in a patient history?

- A. The assistant's opinion
- B. Current medications and allergies
- C. A confirmed diagnosis not made by the provider
- D. A billing adjustment

48. When applying standard clinical practice, when measuring an oral temperature, the patient should avoid:

- A. Removing eyeglasses
- B. Sitting quietly
- C. Hot or cold drinks shortly beforehand
- D. Answering identification questions

49. In preparation for safe care, a visual acuity test commonly uses a:

- A. Snellen chart
- B. Tuning fork
- C. Reflex hammer
- D. Peak-flow meter

50. At an outpatient practice, which instruction is correct for a clean-catch urine specimen?

- A. Use urine from the toilet hat
- B. Collect the first urine stream only
- C. Touch the inside of the container
- D. Cleanse the area and collect midstream urine

51. A clinic medical assistant is asked: a patient reports dizziness after standing. The assistant should consider checking:

- A. Orthostatic vital signs if ordered or protocol allows
- B. Visual acuity only
- C. Waist circumference only
- D. Hearing threshold only

52. For a scheduled patient encounter, which site is appropriate for an adult tympanic temperature?

- A. Oral cavity with the mouth open in this situation
- B. Inner forearm in this situation in this situation
- C. Temporal artery only in this situation in this situation
- D. Ear canal with the pinna pulled up and back

53. When applying standard clinical practice, a patient with a contagious respiratory illness should be asked to:

- A. Remove all PPE
- B. Wear a mask during transport in the facility
- C. Share a waiting-room chair
- D. Delay hand hygiene

54. In preparation for safe care, before a minor procedure, the assistant should verify:

- A. The assistant's next appointment

- B. The patient's insurance copay only
- C. The correct patient, procedure, and site
- D. The color of the drape only

55. At an outpatient practice, which instrument is commonly used to remove sutures?

- A. Tuning fork
- B. Reflex hammer
- C. Suture removal scissors
- D. Otoscope

56. A clinic medical assistant is asked: a sterile package is considered contaminated if it is:

- A. Stored on a dry shelf
- B. Labeled clearly
- C. Opened immediately before use
- D. Wet or torn

57. For a scheduled patient encounter, what is the correct response to an abnormal screening result?

- A. Diagnose the condition
- B. Document and report it to the provider
- C. Change the result to normal
- D. Tell the patient the diagnosis

58. When applying standard clinical practice, which test measures lung function by forced exhalation?

- A. Spirometry
- B. Audiometry
- C. Tympanometry
- D. Ophthalmoscopy

59. In preparation for safe care, during an eye irrigation, fluid should flow:

- A. Directly onto the cornea under pressure
- B. From the outer canthus inward
- C. From the inner canthus toward the outer canthus
- D. Into both eyes at once

60. At an outpatient practice, a patient is being transferred from a wheelchair. The assistant should first:

- A. Remove the footrests after standing
- B. Lock the wheelchair wheels
- C. Pull the patient by the arms
- D. Leave the gait belt unfastened

61. A clinic medical assistant is asked: which position is often used for a patient with shortness of breath?

- A. Lithotomy position
- B. Trendelenburg position
- C. Prone position
- D. Fowler position

62. For a scheduled patient encounter, a provider asks the assistant to perform a task outside state scope. The assistant should:

- A. Decline and notify the provider or supervisor
- B. Perform it if the office is busy
- C. Ask another unlicensed person to do it
- D. Document it as provider performed

63. When applying standard clinical practice, which test is commonly used to screen color vision?

- A. Ishihara plates
- B. Snellen chart
- C. Audiometer
- D. Spirometer

64. In preparation for safe care, when documenting a patient statement, the assistant should:

- A. Use slang without context
- B. Rewrite it as a diagnosis
- C. Omit it if it seems unimportant
- D. Use quotation marks for the patient's exact words

65. At an outpatient practice, a patient has a seizure in the waiting room. The priority is to:

- A. Restrain the patient firmly
- B. Protect the patient from injury and summon help
- C. Place an object in the mouth
- D. Offer oral fluids immediately

66. A clinic medical assistant is asked: a patient says they may faint during a procedure. The assistant should:

- A. Leave the patient alone
- B. Continue with the patient standing
- C. Position the patient safely and observe closely
- D. Ask the patient to drive home

67. For a scheduled patient encounter, the purpose of draping is to:

- A. Provide privacy while exposing only the needed area
- B. Replace informed consent
- C. Keep the room warmer only
- D. Identify the procedure site

68. When applying standard clinical practice, for a pediatric patient, which communication approach is best?

- A. Speak only to the parent
- B. Use simple age-appropriate language
- C. Use complex medical terminology
- D. Promise that nothing will hurt

69. In preparation for safe care, an otoscope is used to examine the:

- A. Knee joint
- B. Nasal cavity
- C. Ear canal and tympanic membrane
- D. Abdomen

70. At an outpatient practice, which action promotes accurate height measurement?

- A. Look downward at the scale
- B. Measure while seated
- C. Wear thick footwear
- D. Remove shoes and stand straight against the stadiometer

71. A clinic medical assistant is asked: a patient is late for a fasting blood test and reports eating breakfast. The assistant should:

- A. Notify the provider or follow office protocol before collecting
- B. Collect without noting it
- C. Tell the patient to skip all medication
- D. Change the appointment record

72. For a scheduled patient encounter, which finding may indicate hypoglycemia?

- A. Improved appetite
- B. Dry skin after bathing
- C. A healed bruise
- D. Sweating and shakiness

73. When applying standard clinical practice, the best way to verify a telephone message is to:

- A. Assume the message is understood
- B. Read back key information to the caller
- C. Use only initials
- D. Avoid documenting the call

74. In preparation for safe care, a patient refuses a procedure. The assistant should:

- A. Ask a family member to force consent
- B. Perform the procedure anyway
- C. Document the refusal and notify the provider
- D. Remove the refusal from the chart

75. At an outpatient practice, which action protects patient privacy at check-in?

- A. Speak quietly and avoid stating sensitive details aloud
- B. Announce the diagnosis in the waiting room
- C. Leave charts open at the desk

D. Discuss records in the elevator

76. A clinic medical assistant is asked: a patient needs an ECG. Before placing leads, the assistant should:

- A. Tell the patient it will be painful
- B. Explain the procedure and provide privacy
- C. Apply leads over clothing
- D. Skip identity verification

77. For a scheduled patient encounter, which action is appropriate after a patient fall?

- A. Hide the incident in this situation in this situation
- B. Move the patient alone immediately in this situation
- C. Assess for immediate danger, obtain help, and follow reporting policy
- D. Assign blame in the chart in this situation

78. When applying standard clinical practice, a specimen label should be applied:

- A. Only after it reaches the laboratory
- B. At the end of the shift
- C. Before the patient arrives
- D. In the patient's presence after collection

79. In preparation for safe care, which vein is the preferred venipuncture site in the antecubital area?

- A. Radial artery
- B. Basilic vein first
- C. Median cubital vein
- D. Cephalic artery

80. At an outpatient practice, the usual order of draw begins with:

- A. Serum tube after all others
- B. EDTA tube
- C. Fluoride tube
- D. Blood culture bottles when ordered

81. A clinic medical assistant is asked: a lavender-top tube commonly contains:

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

82. For a scheduled patient encounter, before venipuncture, the tourniquet should generally not remain on longer than:

- A. One minute
- B. Ten minutes
- C. Five minutes
- D. Until the specimen is processed

83. When applying standard clinical practice, after cleansing a venipuncture site with alcohol, the assistant should:

- A. Blot it with gauze
- B. Fan it with a hand
- C. Touch it again to check dryness
- D. Allow the site to air-dry

84. In preparation for safe care, a patient develops a hematoma during venipuncture. The assistant should:

- A. Massage the site vigorously
- B. Continue collecting the tube
- C. Release the tourniquet and withdraw the needle
- D. Reinsert the needle deeper

85. At an outpatient practice, which specimen handling action is correct?

- A. Shake tubes vigorously
- B. Gently invert additive tubes as required
- C. Leave labels off until later
- D. Pour blood between tubes

86. A clinic medical assistant is asked: a capillary puncture should not be performed on a:

- A. Cold, cyanotic finger
- B. Warm finger with good circulation
- C. Lateral finger surface
- D. Clean dry site

87. For a scheduled patient encounter, for an adult capillary puncture, the usual site is the:

- A. Earlobe
- B. Center of the palm
- C. Side of the distal fingertip
- D. Heel

88. When applying standard clinical practice, if a patient becomes nauseated during a blood draw, the assistant should:

- A. Leave to retrieve supplies in this situation in this situation
- B. Continue until all tubes are filled in this situation
- C. Ask the patient to stand in this situation
- D. Remove the tourniquet and needle, then assist the patient safely

89. In preparation for safe care, which is a common cause of hemolysis?

- A. Gentle inversion
- B. Vigorous shaking of a blood tube
- C. Correct tube filling
- D. Prompt labeling

90. At an outpatient practice, after venipuncture, the assistant should apply:

- A. Direct pressure with clean gauze
- B. A warm compress immediately
- C. A tourniquet again
- D. Alcohol to the puncture site

91. A clinic medical assistant is asked: when drawing blood from a patient with an IV infusion, the assistant should:

- A. Ignore the IV documentation
- B. Draw above the IV without concern
- C. Use the IV tubing as a specimen source
- D. Follow facility policy and avoid the infused arm when possible

92. For a scheduled patient encounter, a gray-top tube commonly contains:

- A. Sodium citrate only
- B. EDTA only
- C. Sodium fluoride and potassium oxalate
- D. No additive

93. When applying standard clinical practice, which action is required before a blood draw?

- A. Verify the patient and the test order
- B. Ask another patient to confirm
- C. Use the room number alone
- D. Label tubes before the patient is identified

94. In preparation for safe care, the purpose of an ECG is to record:

- A. Blood oxygen level
- B. The electrical activity of the heart
- C. Lung capacity
- D. Blood glucose

95. At an outpatient practice, before applying ECG electrodes, the assistant should:

- A. Skip patient identification
- B. Apply lotion to improve contact
- C. Place electrodes over thick clothing
- D. Clean and dry the skin as needed

96. A clinic medical assistant is asked: which artifact may result from patient movement during an ECG?

- A. A normal sinus rhythm
- B. Somatic tremor artifact

- C. A calibrated baseline
- D. A medication allergy

97. For a scheduled patient encounter, if an ECG tracing shows a wandering baseline, the assistant should first check:

- A. Electrode contact and patient movement
- B. The patient's shoe size
- C. The billing code
- D. The room temperature only

98. When applying standard clinical practice, which instruction should be given during a resting ECG?

- A. Talk throughout the tracing
- B. Hold your breath for five minutes
- C. Lie still and breathe normally
- D. Exercise before the tracing

99. In preparation for safe care, a standard 12-lead ECG uses how many electrodes on the body?

- A. 10 electrodes
- B. 12 electrodes
- C. 6 electrodes
- D. 4 electrodes

100. At an outpatient practice, the limb electrodes are generally placed on the:

- A. Forehead and cheeks
- B. Arms and legs or appropriate torso equivalents
- C. Hands only
- D. Chest only

101. A clinic medical assistant is asked: what should the assistant do if an ECG electrode will not adhere?

- A. Ignore the electrode
- B. Tape over wet skin without preparation
- C. Prepare the skin and replace the electrode
- D. Place it on clothing

102. For a scheduled patient encounter, a patient reports chest pain before an ECG. The assistant should:

- A. Tell the patient it is probably anxiety
- B. Delay reporting until the tracing is complete
- C. Interpret the tracing independently
- D. Notify the provider promptly while preparing for urgent response

103. When applying standard clinical practice, which factor can cause ECG artifact?

- A. Correct lead placement
- B. Electrical interference from nearby equipment
- C. Quiet breathing
- D. Clean dry skin

104. In preparation for safe care, after completing an ECG, the assistant should:

- A. Label the tracing with required patient identifiers
- B. Discard the tracing without review
- C. Diagnose the rhythm
- D. Remove it from the record

105. At an outpatient practice, if lead placement is suspected to be incorrect, the assistant should:

- A. Ask the patient to interpret it
- B. Alter the interpretation
- C. Leave the inaccurate tracing unmarked
- D. Verify placement and repeat the tracing if needed

106. A clinic medical assistant is asked: for a female patient receiving an ECG, the assistant should:

- A. Skip privacy measures
- B. Ask the patient to place electrodes alone without instruction
- C. Provide draping and explain electrode placement respectfully
- D. Place electrodes over jewelry

107. For a scheduled patient encounter, which action helps reduce muscle artifact?

- A. Ask the patient to clench fists
- B. Ask the patient to relax and remain still
- C. Increase room noise
- D. Apply electrodes over hair

108. When applying standard clinical practice, who interprets an ECG for diagnosis?

- A. The laboratory courier
- B. The medical assistant independently
- C. The receptionist
- D. An authorized licensed clinician

109. In preparation for safe care, when scheduling a patient with an urgent symptom, the assistant should:

- A. Provide a diagnosis
- B. Schedule the next routine opening without notice
- C. Follow triage protocol and alert clinical staff
- D. Tell the patient to wait indefinitely

110. At an outpatient practice, a medical record correction should be made by:

- A. Following policy so the original entry remains traceable
- B. Erasing the original entry
- C. Deleting the record without notation
- D. Using correction fluid

111. A clinic medical assistant is asked: which item is commonly included on a referral?

- A. Unrelated patient records
- B. The assistant's personal opinion
- C. Reason for referral and relevant patient information
- D. A blank patient identifier

112. For a scheduled patient encounter, the purpose of a recall system is to:

- A. Replace the medical record
- B. Remind patients about needed follow-up care
- C. Diagnose illness
- D. Eliminate appointments

113. When applying standard clinical practice, which action is appropriate when handling an incoming fax with patient information?

- A. Verify the destination before sending or filing
- B. Leave it on a public counter
- C. Use an unverified number
- D. Discard the cover sheet without review

114. In preparation for safe care, a no-show should be documented:

- A. As a diagnosis
- B. Only in the assistant's memory
- C. By removing the appointment
- D. According to office policy in the patient record

115. At an outpatient practice, which is an example of a durable medical record?

- A. An unrecorded verbal reminder
- B. A casual hallway conversation
- C. Documented telephone encounter
- D. A personal note kept at home

116. A clinic medical assistant is asked: when receiving a medication refill request, the assistant should:

- A. Change the dose
- B. Authorize it independently
- C. Tell the patient any medication is approved
- D. Route it to the authorized clinician according to protocol

117. For a scheduled patient encounter, the purpose of prior authorization is to:

- A. Obtain payer approval when required before a service or medication
- B. Guarantee a diagnosis in this situation in this situation
- C. Replace informed consent in this situation in this situation

D. Eliminate patient balances in this situation in this situation

118. When applying standard clinical practice, which is the best method for protecting electronic health record access?

- A. Share a login during busy periods
- B. Use a unique password and do not share it
- C. Post the password near the computer
- D. Leave the chart open when away

119. In preparation for safe care, an appointment schedule should be reviewed for:

- A. Unrelated personal tasks
- B. Only the assistant's lunch break
- C. Patient diagnoses announced publicly
- D. Appropriate visit type and needed preparation

120. At an outpatient practice, a patient asks for a copy of a record. The assistant should:

- A. Follow the organization's release-of-information procedure
- B. Hand over any chart immediately
- C. Refuse without checking policy
- D. Alter the record first

121. A clinic medical assistant is asked: a medical assistant receives a message for the provider. The message should include:

- A. Only the caller's first name
- B. Caller identity, date, time, and reason for call
- C. The assistant's diagnosis
- D. No callback number

122. For a scheduled patient encounter, which action supports accurate charge capture?

- A. Bill for services not provided
- B. Create charges from memory later
- C. Document services and supplies according to policy
- D. Change codes to increase payment

123. When applying standard clinical practice, when scanning a document into an EHR, the assistant should:

- A. Use another patient's encounter
- B. Scan it without checking the patient
- C. Discard the original before quality review
- D. Confirm it is legible and assigned to the correct patient

124. In preparation for safe care, a patient cancels an appointment. The assistant should:

- A. Delete all prior records
- B. Document the cancellation and offer rescheduling as appropriate
- C. Mark the patient as discharged automatically
- D. Ignore the cancellation

125. At an outpatient practice, which office task helps control inventory?

- A. Record received supplies and monitor reorder points
- B. Store supplies without labels
- C. Order all items daily
- D. Discard unopened supplies randomly

126. A clinic medical assistant is asked: a provider's verbal instruction is received by phone. The assistant should:

- A. Change the order if it seems unusual
- B. Rely on memory alone
- C. Read back the instruction and document it per policy
- D. Omit the provider name

127. For a scheduled patient encounter, HIPAA primarily protects:

- A. Only billing prices
- B. Only employee payroll data
- C. Privacy and security of protected health information
- D. Only public health notices

128. When applying standard clinical practice, informed consent is generally obtained by:

- A. The billing department
- B. The medical assistant acting alone
- C. Another patient
- D. The provider performing or ordering the procedure

129. In preparation for safe care, a competent adult patient has the right to:

- A. Demand any treatment regardless of safety
- B. Refuse treatment
- C. Alter a medical record
- D. Receive another patient's information

130. At an outpatient practice, what is the ethical principle of doing good for the patient?

- A. Beneficence
- B. Autonomy
- C. Justice
- D. Nonmaleficence only

131. A clinic medical assistant is asked: what is the ethical principle of avoiding harm?

- A. Veracity
- B. Fidelity
- C. Justice
- D. Nonmaleficence

132. For a scheduled patient encounter, which situation may require reporting under law?

- A. A routine appointment reminder
- B. A patient's favorite food
- C. Suspected child abuse
- D. A request for a blanket

133. When applying standard clinical practice, a medical assistant should disclose patient information only:

- A. To authorized persons for permitted purposes
- B. To friends who are curious
- C. To any family caller
- D. On social media

134. In preparation for safe care, a patient's spouse asks for results without authorization. The assistant should:

- A. Provide all results because they are married
- B. Follow privacy policy and verify authorization before disclosure
- C. Leave results on voicemail
- D. Guess whether permission exists

135. At an outpatient practice, documenting care that was not performed may constitute:

- A. Triage
- B. Beneficence
- C. Delegation
- D. Fraud

136. A clinic medical assistant is asked: negligence is best described as:

- A. Any unfavorable outcome
- B. Failure to provide reasonable care resulting in harm
- C. A patient refusing care
- D. A properly documented incident

137. For a scheduled patient encounter, an incident report should be:

- A. Used to blame a coworker in this situation
- B. Filed in the patient chart as a substitute for documentation
- C. Objective and completed according to policy in this situation
- D. Discussed publicly in this situation in this situation

138. When applying standard clinical practice, a patient is unable to understand a consent explanation. The assistant should:

- A. Notify the provider and follow interpreter or surrogate procedures
- B. Ask a minor child to interpret

- C. Proceed without consent
- D. Explain only in English regardless of need

139. In preparation for safe care, which action best supports professional boundaries?

- A. Keep relationships focused on the patient's care
- B. Accept expensive personal gifts
- C. Share intimate personal details
- D. Contact patients socially without reason

140. At an outpatient practice, a medical assistant witnesses a patient signature. The assistant is verifying that:

- A. The procedure was successful
- B. The assistant explained all medical risks
- C. The patient signed the document
- D. Insurance will pay

141. A clinic medical assistant is asked: which is an example of assault in healthcare?

- A. Scheduling a follow-up
- B. Performing a procedure with valid consent
- C. Documenting a normal vital sign
- D. Threatening an unwanted procedure

142. For a scheduled patient encounter, which is an example of battery in healthcare?

- A. Explaining a procedure
- B. Performing a procedure without valid consent
- C. Obtaining a signature properly
- D. Documenting refusal

143. When applying standard clinical practice, patient information may be discussed in a hallway:

- A. With anyone who overhears
- B. Freely whenever staff are present
- C. Only if privacy can be protected and policy permits
- D. As a substitute for charting

144. In preparation for safe care, a provider delegates a task to a medical assistant. The assistant remains responsible for:

- A. Performing only tasks within training and scope
- B. Changing the provider's diagnosis
- C. Practicing beyond scope when busy
- D. Delegating to untrained visitors

145. At an outpatient practice, which action supports veracity?

- A. Withholding all information for convenience
- B. Giving truthful information to the patient
- C. Altering a result to prevent worry
- D. Making promises that cannot be kept

146. A clinic medical assistant is asked: which action supports justice in patient care?

- A. Ignoring access barriers
- B. Giving priority based on personal preference
- C. Sharing records selectively for favoritism
- D. Providing fair treatment without discrimination

147. For a scheduled patient encounter, a conflict of interest occurs when:

- A. A patient asks a question
- B. Personal interests could improperly influence professional judgment
- C. A provider signs an order
- D. A chart is filed correctly

148. When applying standard clinical practice, a patient asks the assistant to change a documented vital sign. The assistant should:

- A. Ask another patient to decide
- B. Change it to satisfy the patient
- C. Delete all vitals
- D. Refuse and preserve accurate documentation

149. In preparation for safe care, which situation is a breach of confidentiality?

- A. Discussing a patient's diagnosis with an unauthorized coworker
- B. Reporting a result to the ordering provider
- C. Using secure chart access for care
- D. Verifying identity before scheduling

150. At an outpatient practice, when uncertainty exists about a legal or ethical issue, the assistant should:

- A. Ignore the concern
- B. Invent a new rule
- C. Consult the supervisor or established policy
- D. Post the situation online

Ncma Practice Exam 10: Answer Key and Explanations

- 1. B** — The correct response is Phlebitis. The suffix -itis means inflammation, and phleb- refers to a vein. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 2. A** — The correct response is Intramuscular. An intramuscular injection delivers medication through tissue rather than the digestive tract. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 3. B** — The correct response is Verify the patient using two identifiers. Two identifiers help prevent giving a medication to the wrong person. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 4. D** — The correct response is Hypoglycemic agent. Hypoglycemic agents reduce blood glucose; the other classes have different therapeutic effects. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 5. A** — The correct response is As needed. PRN comes from the Latin pro re nata and means the medication is used as needed. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 6. C** — The correct response is Sagittal plane. A sagittal plane separates right and left portions of the body. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 7. A** — The correct response is Left ventricle. The left ventricle pumps oxygenated blood into the aorta for systemic circulation. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.
- 8. C** — The correct response is Kidney. The kidneys filter blood, regulate fluid balance, and produce urine. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.
- 9. D** — The correct response is Clarify the order with the authorized prescriber. Unclear orders must be clarified with an authorized prescriber before medication preparation. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows

established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

10. B — The correct response is New widespread hives after a dose. New hives after medication can indicate an allergic or adverse reaction requiring prompt evaluation. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

11. C — The correct response is Four times daily. Qid indicates four doses per day; it does not specify an every-four-hour interval. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

12. A — The correct response is Intramuscular. Intramuscular injections are generally inserted at 90 degrees to reach muscle tissue. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

13. B — The correct response is Compare the label with the medication order. Comparing the medication label with the order is a core medication-safety check. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

14. D — The correct response is Slow. Brady- denotes slowness, as in bradycardia. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient. Always use this standard.

15. A — The correct response is A reason a treatment should not be used. A contraindication is a condition or factor that makes a treatment inadvisable. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

16. C — The correct response is 70 kg. To convert pounds to kilograms, divide by 2.2; 154 divided by 2.2 equals 70. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

17. B — The correct response is 2 tablets. Divide the ordered dose by the available dose: 500 mg divided by 250 mg equals two tablets. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

18. D — The correct response is Inner forearm. The inner forearm is commonly used because a wheal can be observed easily. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

19. C — The correct response is U for units. The abbreviation U can be mistaken for a zero or four and should be written as units. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

20. B — The correct response is Closer to the point of attachment. Proximal describes a location nearer the point of origin or attachment. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

21. A — The correct response is Milliliters. Syringes are calibrated in milliliters or fractions of a milliliter. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.

22. D — The correct response is ACE inhibitor. Many ACE inhibitors have the suffix -pril and are used for conditions such as hypertension. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

23. B — The correct response is Before and after every patient contact. Hand hygiene is required before and after patient contact, with additional moments as indicated. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

24. C — The correct response is All patients regardless of diagnosis. Standard Precautions assume potentially infectious material may be present with every patient. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

25. D — The correct response is Used lancet. Lancets are sharps and must be placed directly into an approved sharps container. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

26. A — The correct response is Wash the area and report the exposure immediately. Immediate cleansing and prompt reporting start the post-exposure evaluation process. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows

established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

27. A — The correct response is Sterilization. Sterilization is the highest level of microbial control and destroys spores. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

28. C — The correct response is Hazards and safe handling of chemicals. Safety Data Sheets describe chemical hazards, protective measures, and emergency information. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

29. D — The correct response is Gown, mask or respirator, eye protection, gloves. Putting gloves on last keeps them clean while the other protective equipment is applied. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

30. B — The correct response is Use proper body mechanics and get help if needed. Keep the load close, use the legs, avoid twisting, and seek assistance for heavy loads. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

31. A — The correct response is Airborne precautions. Tuberculosis is transmitted through airborne particles and requires airborne precautions. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

32. D — The correct response is Class A. Class A extinguishers are intended for materials such as paper, wood, and cloth. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

33. B — The correct response is An EPA-registered disinfectant according to label directions. An appropriate disinfectant and its contact-time directions are needed for blood-contaminated surfaces. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

34. C — The correct response is Contaminated blood pressure cuff. A fomite is an inanimate object that can carry infectious organisms. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

35. D — The correct response is Flush the eyes after hazardous exposure. An eyewash station provides immediate flushing after chemical or other hazardous eye exposure. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

36. B — The correct response is Keep the field above waist level and in view. A sterile field must remain visible, dry, and above waist level to reduce contamination. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

37. C — The correct response is Assist the patient safely to a seated or supine position. Preventing a fall and obtaining assistance promptly protects the patient during a possible syncopal episode. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

38. A — The correct response is Peel them off without touching the contaminated exterior. Glove removal should avoid contact between contaminated outer surfaces and bare skin. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

39. B — The correct response is Reduce risk of sharps injuries. Safety-engineered devices are designed to reduce accidental needle exposure; they still require proper disposal. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

40. A — The correct response is Allow the surface to remain wet for the labeled contact time. Disinfectants must remain on the surface for the specified contact time to work effectively. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

41. C — The correct response is Identify the patient using two identifiers. Two identifiers reduce the risk of recording findings in the wrong patient record. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

42. D — The correct response is Falsely high. A cuff that is too small requires more pressure to occlude the artery and can falsely elevate the reading. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

43. B — The correct response is Lithotomy. Lithotomy position is commonly used for pelvic examinations and procedures. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.

44. C — The correct response is Oxygen saturation of hemoglobin. Pulse oximetry noninvasively estimates the percentage of hemoglobin carrying oxygen. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

45. D — The correct response is New chest pain. New chest pain may signal an urgent condition and requires immediate clinical attention. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

46. A — The correct response is The main reason for the visit in the patient's words. The chief complaint describes why the patient sought care and is often recorded in the patient's own words. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

47. B — The correct response is Current medications and allergies. Medication and allergy information is essential for safe care and part of the health history. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

48. C — The correct response is Hot or cold drinks shortly beforehand. Recent hot or cold intake can temporarily alter an oral temperature reading. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

49. A — The correct response is Snellen chart. A Snellen chart measures distance visual acuity. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.

50. D — The correct response is Cleanse the area and collect midstream urine. Midstream collection after cleansing lowers contamination from external flora. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

51. A — The correct response is Orthostatic vital signs if ordered or protocol allows. Orthostatic measurements can help assess symptoms related to a position change when indicated. The other options

are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

52. D — The correct response is Ear canal with the pinna pulled up and back. For adults, pulling the pinna up and back helps align the ear canal. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

53. B — The correct response is Wear a mask during transport in the facility. Masking a symptomatic patient helps reduce spread of respiratory secretions. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

54. C — The correct response is The correct patient, procedure, and site. Verification before a procedure helps prevent wrong-patient, wrong-procedure, and wrong-site events. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

55. C — The correct response is Suture removal scissors. Suture removal scissors have a hooked tip designed to lift the suture safely before cutting. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

56. D — The correct response is Wet or torn. Moisture and tears permit microorganisms to pass through packaging and compromise sterility. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

57. B — The correct response is Document and report it to the provider. Medical assistants report abnormal findings; diagnosing is outside their role. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

58. A — The correct response is Spirometry. Spirometry measures airflow and lung volumes during breathing maneuvers. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.

59. C — The correct response is From the inner canthus toward the outer canthus. Directing flow outward helps prevent contaminant transfer into the unaffected eye or nasolacrimal duct. The other

options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

60. B — The correct response is Lock the wheelchair wheels. Locked wheels are an essential fall-prevention step before a transfer. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

61. D — The correct response is Fowler position. Fowler position elevates the upper body and can promote chest expansion and breathing comfort. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

62. A — The correct response is Decline and notify the provider or supervisor. Scope rules protect patients and staff; workload does not authorize an untrained or prohibited task. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

63. A — The correct response is Ishihara plates. Ishihara plates use colored dots to screen for common color-vision deficiencies. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

64. D — The correct response is Use quotation marks for the patient's exact words. Exact quotations preserve the patient's report without changing its meaning. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

65. B — The correct response is Protect the patient from injury and summon help. Keep the person safe, do not restrain or place objects in the mouth, and obtain emergency assistance. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

66. C — The correct response is Position the patient safely and observe closely. A safe position and close observation reduce the risk of injury if syncope occurs. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

67. A — The correct response is Provide privacy while exposing only the needed area. Draping supports patient privacy and dignity while allowing the examination to proceed. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

68. B — The correct response is Use simple age-appropriate language. Simple honest language helps children understand and cooperate without making inaccurate promises. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

69. C — The correct response is Ear canal and tympanic membrane. An otoscope provides illumination and magnification for the ear canal and tympanic membrane. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

70. D — The correct response is Remove shoes and stand straight against the stadiometer. Shoes and poor posture can distort height; the patient should stand erect against the device. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

71. A — The correct response is Notify the provider or follow office protocol before collecting. Food intake may affect fasting tests, so the ordering provider or protocol should guide the next step. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

72. D — The correct response is Sweating and shakiness. Sweating and shakiness can occur with low blood glucose and should be assessed promptly. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

73. B — The correct response is Read back key information to the caller. Read-back helps confirm names, numbers, and instructions before the message is documented. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

74. C — The correct response is Document the refusal and notify the provider. Competent patients may refuse care; the refusal should be documented and communicated appropriately. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

75. A — The correct response is Speak quietly and avoid stating sensitive details aloud. Privacy safeguards include limiting disclosures and protecting records from unnecessary exposure. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

76. B — The correct response is Explain the procedure and provide privacy. Explanation, identification, and privacy promote cooperation and an accurate tracing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

77. C — The correct response is Assess for immediate danger, obtain help, and follow reporting policy. Patient safety comes first, followed by proper notification and objective incident reporting. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

78. D — The correct response is In the patient's presence after collection. Bedside or chairside labeling immediately after collection reduces misidentification risk. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

79. C — The correct response is Median cubital vein. The median cubital vein is often preferred because it is usually well anchored and accessible. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

80. D — The correct response is Blood culture bottles when ordered. Blood cultures are drawn first to reduce contamination and preserve specimen integrity. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

81. B — The correct response is EDTA. Lavender-top tubes commonly contain EDTA, which is used for many hematology tests. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

82. A — The correct response is One minute. Prolonged tourniquet time can cause hemoconcentration and affect test results. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

83. D — The correct response is Allow the site to air-dry. Air-drying supports antisepsis and prevents stinging or contamination from touching the site. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

84. C — The correct response is Release the tourniquet and withdraw the needle. Stopping the draw promptly limits further bleeding into tissue and allows pressure to be applied. The other options are

unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

85. B — The correct response is Gently invert additive tubes as required. Gentle inversion mixes blood with additives; vigorous shaking can hemolyze the specimen. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

86. A — The correct response is Cold, cyanotic finger. Poorly perfused sites can produce an inadequate or unreliable capillary specimen. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

87. C — The correct response is Side of the distal fingertip. The lateral surface of the fingertip is commonly used to avoid bone and nerve injury. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

88. D — The correct response is Remove the tourniquet and needle, then assist the patient safely. Stopping collection and preventing a fall are immediate priorities when a patient feels ill. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

89. B — The correct response is Vigorous shaking of a blood tube. Vigorous agitation can rupture red blood cells and interfere with laboratory testing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

90. A — The correct response is Direct pressure with clean gauze. Direct pressure helps achieve hemostasis and reduces hematoma formation. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

91. D — The correct response is Follow facility policy and avoid the infused arm when possible. An infusion can alter specimen values, so collection should follow protocol and avoid contamination. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

92. C — The correct response is Sodium fluoride and potassium oxalate. Gray-top tubes commonly contain additives used to preserve glucose specimens. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

93. A — The correct response is Verify the patient and the test order. Accurate identification and order verification are essential before collecting a specimen. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

94. B — The correct response is The electrical activity of the heart. An ECG records cardiac electrical activity from electrodes placed on the patient. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

95. D — The correct response is Clean and dry the skin as needed. Clean dry skin improves electrode adhesion and reduces artifact on the tracing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

96. B — The correct response is Somatic tremor artifact. Muscle movement and tremor can create irregular interference on an ECG tracing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

97. A — The correct response is Electrode contact and patient movement. Loose electrodes, poor skin contact, and movement commonly cause baseline artifact. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

98. C — The correct response is Lie still and breathe normally. Remaining still and quiet helps minimize artifact and allows an interpretable recording. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

99. A — The correct response is 10 electrodes. Ten electrodes generate the views represented by the 12 ECG leads. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

100. B — The correct response is Arms and legs or appropriate torso equivalents. Limb electrodes are placed on extremities or approved torso locations according to protocol. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

101. C — The correct response is Prepare the skin and replace the electrode. Skin preparation and a fresh electrode improve contact and tracing quality. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

102. D — The correct response is Notify the provider promptly while preparing for urgent response. Chest pain can be urgent; prompt escalation is required while following office emergency procedures. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

103. B — The correct response is Electrical interference from nearby equipment. Electrical equipment and poor grounding can create interference on the ECG tracing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

104. A — The correct response is Label the tracing with required patient identifiers. Proper identification links the tracing to the correct patient and supports safe review. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

105. D — The correct response is Verify placement and repeat the tracing if needed. Correct lead placement is essential; repeating after correction can prevent a misleading tracing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

106. C — The correct response is Provide draping and explain electrode placement respectfully. Respectful explanation and draping preserve privacy while allowing accurate electrode placement. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

107. B — The correct response is Ask the patient to relax and remain still. Relaxing and remaining still reduces skeletal-muscle activity that can distort the tracing. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

108. D — The correct response is An authorized licensed clinician. Medical assistants obtain and document ECGs; diagnosis and interpretation are performed by authorized clinicians. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient

and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

109. C — The correct response is Follow triage protocol and alert clinical staff. Urgent symptoms require prompt routing under office protocol rather than routine scheduling alone. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

110. A — The correct response is Following policy so the original entry remains traceable. Records must preserve an auditable history; corrections should follow legal and organizational policy. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

111. C — The correct response is Reason for referral and relevant patient information. A referral needs accurate identification and relevant clinical information to support continuity of care. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

112. B — The correct response is Remind patients about needed follow-up care. Recall systems support preventive and follow-up care by prompting appropriate patient contact. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

113. A — The correct response is Verify the destination before sending or filing. Confirming destination information helps prevent an unauthorized disclosure of protected health information. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

114. D — The correct response is According to office policy in the patient record. Accurate no-show documentation supports continuity, follow-up, and office operations. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

115. C — The correct response is Documented telephone encounter. A documented telephone encounter becomes part of the patient record and can support continuity of care. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

116. D — The correct response is Route it to the authorized clinician according to protocol. Refill authorization is handled by an authorized clinician; the assistant follows the established routing process. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

117. A — The correct response is Obtain payer approval when required before a service or medication. Some payers require review and approval before covering specified services or medications. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

118. B — The correct response is Use a unique password and do not share it. Individual credentials create accountability and protect patient information from unauthorized access. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

119. D — The correct response is Appropriate visit type and needed preparation. Reviewing the visit type and preparation needs helps the office allocate time and prepare safely. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

120. A — The correct response is Follow the organization's release-of-information procedure. Record requests require verification and the established release process to protect privacy and legal rights. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

121. B — The correct response is Caller identity, date, time, and reason for call. Complete message details help the provider respond safely and efficiently. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

122. C — The correct response is Document services and supplies according to policy. Accurate, timely documentation supports proper billing and compliance. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

123. D — The correct response is Confirm it is legible and assigned to the correct patient. Quality review and correct patient matching prevent missing or misfiled clinical information. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

124. B — The correct response is Document the cancellation and offer rescheduling as appropriate. Documenting cancellations keeps the schedule accurate and supports appropriate follow-up. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

125. A — The correct response is Record received supplies and monitor reorder points. Inventory records and reorder points help prevent shortages, waste, and expired stock. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

126. C — The correct response is Read back the instruction and document it per policy. Read-back and documentation confirm the instruction and create an accurate communication record. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

127. C — The correct response is Privacy and security of protected health information. HIPAA establishes standards for protecting identifiable health information and related privacy rights. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

128. D — The correct response is The provider performing or ordering the procedure. The provider explains risks, benefits, and alternatives; staff may witness or document consent per policy. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

129. B — The correct response is Refuse treatment. Competent adults may refuse care after receiving appropriate information about the proposed treatment. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

130. A — The correct response is Beneficence. Beneficence means acting to promote the patient's welfare and benefit. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.

131. D — The correct response is Nonmaleficence. Nonmaleficence directs healthcare professionals to avoid causing unnecessary harm. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice. for every patient.

132. C — The correct response is Suspected child abuse. Suspected abuse is commonly a mandated-reporting situation; follow applicable law and organizational procedure. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

133. A — The correct response is To authorized persons for permitted purposes. Protected information may be shared only when authorization or a lawful permitted purpose exists. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

134. B — The correct response is Follow privacy policy and verify authorization before disclosure. Marriage alone does not automatically establish authority to receive protected health information. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

135. D — The correct response is Fraud. False documentation misrepresents care and can create legal, ethical, and billing consequences. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

136. B — The correct response is Failure to provide reasonable care resulting in harm. Negligence involves a breach of the reasonable standard of care that causes injury. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

137. C — The correct response is Objective and completed according to policy. Incident reports support risk review and should be factual; clinical facts are documented separately in the record. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

138. A — The correct response is Notify the provider and follow interpreter or surrogate procedures. Valid consent requires understanding; qualified communication support and proper decision-maker procedures may be needed. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

139. A — The correct response is Keep relationships focused on the patient's care. Professional boundaries protect the therapeutic relationship and reduce conflicts of interest or exploitation. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

140. C — The correct response is The patient signed the document. A witness typically attests to the act of signing, not to the adequacy of the provider's informed-consent discussion. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

141. D — The correct response is Threatening an unwanted procedure. Assault is a threat that creates fear of harmful or offensive contact; battery is the unwanted contact itself. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

142. B — The correct response is Performing a procedure without valid consent. Battery is intentional unauthorized physical contact, such as a procedure performed without valid consent. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

143. C — The correct response is Only if privacy can be protected and policy permits. Hallways are not private; discussions must be limited and safeguarded to prevent unauthorized disclosures. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

144. A — The correct response is Performing only tasks within training and scope. Delegation does not remove the assistant's duty to work within competence, training, policy, and law. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

145. B — The correct response is Giving truthful information to the patient. Veracity is the ethical duty to be truthful in professional communication. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

146. D — The correct response is Providing fair treatment without discrimination. Justice involves fairness and equitable treatment of patients. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

147. B — The correct response is Personal interests could improperly influence professional judgment. Conflicts can undermine impartial care and should be disclosed or managed according to policy. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

148. D — The correct response is Refuse and preserve accurate documentation. Records must be accurate; altering findings without a proper correction process is unethical and potentially illegal. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects

the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.

149. A — The correct response is Discussing a patient's diagnosis with an unauthorized coworker. Sharing protected information with someone lacking a permitted need to know is a confidentiality breach. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy.

150. C — The correct response is Consult the supervisor or established policy. Seeking guidance through proper channels helps protect the patient and supports compliant decision-making. The other options are unsafe, unrelated, or incorrectly timed for this situation. Choose the action that protects the patient and follows established medical-assisting policy. It supports accurate care, clear communication, and dependable professional practice.