

NCMA PRACTICE EXAM 11 (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. In a primary-care office, which term means inflammation of a vein?

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

2. As part of a patient visit, which route bypasses the gastrointestinal tract?

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

3. To maintain safe clinical practice, which action is part of the medication rights?

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

4. When assisting the provider, a medication that lowers blood glucose is classified as a:

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

5. In the medical office, the abbreviation PRN means:

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

6. In a primary-care office, which anatomical plane divides the body into right and left portions?

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

7. As part of a patient visit, the normal direction of blood flow in systemic circulation begins at the:

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

8. To maintain safe clinical practice, which organ primarily filters blood and forms urine?

- A. Pancreas
- B. Liver
- C. Kidney

D. Spleen

9. When assisting the provider, 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. In the medical office, which finding is most consistent with an adverse drug reaction?

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

11. In a primary-care office, the abbreviation qid means:

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

12. As part of a patient visit, which injection route uses a 90-degree angle in typical adult technique?

- A. Intramuscular
- B. Intradermal
- C. Subcutaneous
- D. Topical

13. To maintain safe clinical practice, before drawing up a liquid medication, the assistant should first:

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

14. When assisting the provider, the prefix brady- means:

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

15. In the medical office, which statement describes a contraindication?

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

16. In a primary-care office, a patient weighs 154 lb. Approximately how many kilograms is this?

- A. 50 kg
- B. 70 kg
- C. 77 kg
- D. 90 kg

17. As part of a patient visit, a prescription reads 500 mg. Tablets available are 250 mg each. How many tablets are needed?

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

18. To maintain safe clinical practice, which site is commonly used for an intradermal test?

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

19. When assisting the provider, which abbreviation should be avoided because it can be misread?

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

20. In the medical office, the term proximal means:

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

21. In a primary-care office, which measurement is used to assess medication volume in a syringe?

- A. Milliliters

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

22. As part of a patient visit, a drug with the name ending -pril is commonly a:

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

23. To maintain safe clinical practice, when should hand hygiene be performed?

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

24. When assisting the provider, standard Precautions apply to:

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

25. In the medical office, which item belongs in a sharps container?

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

26. In a primary-care office, after a needlestick injury, the assistant should first:

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

27. As part of a patient visit, which process destroys all microbial life, including bacterial spores?

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

28. To maintain safe clinical practice, a Safety Data Sheet provides information about:

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

29. When assisting the provider, the correct order for donning PPE is generally:

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

30. In the medical office, 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. In a primary-care office, a patient has suspected pulmonary tuberculosis. Which precaution is indicated?

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

32. As part of a patient visit, which fire extinguisher class is used for ordinary combustibles such as paper?

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

33. To maintain safe 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. When assisting the provider, which is an example of a fomite?

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

35. In the medical office, what is the purpose of an eyewash station?

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

36. In a primary-care office, which action best maintains a sterile field?

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

37. As part of a patient visit, a patient becomes faint while standing. What should the assistant do?

- A. Assist the patient safely to a seated or supine position
- B. Leave to find the provider first
- C. Ask the patient to keep walking
- D. Give medication without an order

38. To maintain safe clinical practice, which method is appropriate for removing gloves?

- A. Remove the mask first
- B. Pull both gloves off from the fingertips
- C. Wash gloves before removing them

D. Peel them off without touching the contaminated exterior

39. When assisting the provider, what is the purpose of a safety-engineered needle device?

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

40. In the medical office, which practice is correct when using a disinfectant?

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

41. In a primary-care office, before obtaining vital signs, the assistant should:

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

42. As part of a patient visit, a blood pressure cuff that is too small will usually produce a reading that is:

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

43. To maintain safe clinical practice, which position is used for a pelvic examination?

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

44. When assisting the provider, a pulse oximeter estimates:

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

45. In the medical office, 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. In a primary-care office, the purpose of a chief complaint is to document:

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

47. As part of a patient visit, which is included in a patient history?

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

48. To maintain safe clinical practice, when measuring an oral temperature, the patient should avoid:

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

49. When assisting the provider, a visual acuity test commonly uses a:

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

50. In the medical office, which instruction is correct for a clean-catch urine specimen?

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

51. In a primary-care office, 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. As part of a patient visit, 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. To maintain safe 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. When assisting the provider, 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. In the medical office, which instrument is commonly used to remove sutures?

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

56. In a primary-care office, a sterile package is considered contaminated if it is:

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

57. As part of a patient visit, what is the correct response to an abnormal screening result?

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

58. To maintain safe clinical practice, which test measures lung function by forced exhalation?

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

59. When assisting the provider, during an eye irrigation, fluid should flow:

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

60. In the medical office, a patient is being transferred from a wheelchair. The assistant should first:

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

61. In a primary-care office, which position is often used for a patient with shortness of breath?

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

62. As part of a patient visit, a provider asks the assistant to perform a task outside state scope. The assistant should:

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

63. To maintain safe clinical practice, which test is commonly used to screen color vision?

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

64. When assisting the provider, when documenting a patient statement, the assistant should:

- A. Rewrite it as a diagnosis
- B. Use quotation marks for the patient's exact words

- C. Omit it if it seems unimportant
- D. Use slang without context

65. In the medical office, a patient has a seizure in the waiting room. The priority is to:

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

66. In a primary-care office, a patient says they may faint during a procedure. The assistant should:

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

67. As part of a patient visit, the purpose of draping is to:

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

68. To maintain safe 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. When assisting the provider, an otoscope is used to examine the:

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

70. In the medical office, 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. In a primary-care office, a patient is late for a fasting blood test and reports eating breakfast. The assistant should:

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

72. As part of a patient visit, which finding may indicate hypoglycemia?

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

73. To maintain safe clinical practice, the best way to verify a telephone message is to:

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

74. When assisting the provider, a patient refuses a procedure. The assistant should:

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

75. In the medical office, which action protects patient privacy at check-in?

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

76. In a primary-care office, a patient needs an ECG. Before placing leads, the assistant should:

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

77. As part of a patient visit, 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. To maintain safe 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. When assisting the provider, which vein is the preferred venipuncture site in the antecubital area?

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

80. In the medical office, 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. In a primary-care office, a lavender-top tube commonly contains:

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

82. As part of a patient visit, before venipuncture, the tourniquet should generally not remain on longer than:

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

83. To maintain safe clinical practice, after cleansing a venipuncture site with alcohol, the assistant should:

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

84. When assisting the provider, 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. In the medical office, 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. In a primary-care office, a capillary puncture should not be performed on a:

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

87. As part of a patient visit, 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. To maintain safe clinical practice, if a patient becomes nauseated during a blood draw, the assistant should:

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

89. When assisting the provider, which is a common cause of hemolysis?

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

90. In the medical office, after venipuncture, the assistant should apply:

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

91. In a primary-care office, when drawing blood from a patient with an IV infusion, the assistant should:

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

92. As part of a patient visit, a gray-top tube commonly contains:

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

93. To maintain safe clinical practice, which action is required before a blood draw?

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

94. When assisting the provider, the purpose of an ECG is to record:

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

95. In the medical office, before applying ECG electrodes, the assistant should:

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

96. In a primary-care office, which artifact may result from patient movement during an ECG?

- A. A medication allergy
- B. A normal sinus rhythm
- C. A calibrated baseline
- D. Somatic tremor artifact

97. As part of a patient visit, if an ECG tracing shows a wandering baseline, the assistant should first check:

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

98. To maintain safe clinical practice, which instruction should be given during a resting ECG?

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

99. When assisting the provider, a standard 12-lead ECG uses how many electrodes on the body?

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

100. In the medical office, the limb electrodes are generally placed on the:

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

101. In a primary-care office, what should the assistant do if an ECG electrode will not adhere?

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

102. As part of a patient visit, 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. To maintain safe clinical practice, which factor can cause ECG artifact?

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

104. When assisting the provider, after completing an ECG, the assistant should:

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

105. In the medical office, if lead placement is suspected to be incorrect, the assistant should:

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

106. In a primary-care office, for a female patient receiving an ECG, the assistant should:

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

107. As part of a patient visit, which action helps reduce muscle artifact?

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

108. To maintain safe clinical practice, who interprets an ECG for diagnosis?

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

109. When assisting the provider, 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. In the medical office, 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. In a primary-care office, which item is commonly included on a referral?

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

112. As part of a patient visit, the purpose of a recall system is to:

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

113. To maintain safe 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. When assisting the provider, a no-show should be documented:

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

115. In the medical office, which is an example of a durable medical record?

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

116. In a primary-care office, when receiving a medication refill request, the assistant should:

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

117. As part of a patient visit, the purpose of prior authorization is to:

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

118. To maintain safe clinical practice, which is the best method for protecting electronic health record access?

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

119. When assisting the provider, 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. In the medical office, a patient asks for a copy of a record. The assistant should:

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

121. In a primary-care office, 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. As part of a patient visit, which action supports accurate charge capture?

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

123. To maintain safe clinical practice, when scanning a document into an EHR, the assistant should:

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

124. When assisting the provider, a patient cancels an appointment. The assistant should:

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

125. In the medical office, which office task helps control inventory?

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

126. In a primary-care office, a provider's verbal instruction is received by phone. The assistant should:

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

127. As part of a patient visit, 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. To maintain safe clinical practice, informed consent is generally obtained by:

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

129. When assisting the provider, a competent adult patient has the right to:

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

130. In the medical office, what is the ethical principle of doing good for the patient?

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

131. In a primary-care office, what is the ethical principle of avoiding harm?

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

132. As part of a patient visit, 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. To maintain safe clinical practice, a medical assistant should disclose patient information only:

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

134. When assisting the provider, a patient's spouse asks for results without authorization. The assistant should:

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

135. In the medical office, documenting care that was not performed may constitute:

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

136. In a primary-care office, 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. As part of a patient visit, an incident report should be:

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

138. To maintain safe clinical practice, a patient is unable to understand a consent explanation. The assistant should:

- A. Proceed without consent
- B. Ask a minor child to interpret
- C. Notify the provider and follow interpreter or surrogate procedures
- D. Explain only in English regardless of need

139. When assisting the provider, which action best supports professional boundaries?

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

140. In the medical office, a medical assistant witnesses a patient signature. The assistant is verifying that:

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

141. In a primary-care office, which is an example of assault in healthcare?

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

142. As part of a patient visit, 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. To maintain safe clinical practice, patient information may be discussed in a hallway:

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

144. When assisting the provider, a provider delegates a task to a medical assistant. The assistant remains responsible for:

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

145. In the medical office, which action supports veracity?

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

146. In a primary-care office, which action supports justice in patient care?

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

147. As part of a patient visit, a conflict of interest occurs when:

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

148. To maintain safe clinical practice, a patient asks the assistant to change a documented vital sign. The assistant should:

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

149. When assisting the provider, which situation is a breach of confidentiality?

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

150. In the medical office, 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 11: Answer Key and Explanations

1. C — 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. D — 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. C — 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. B — 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. D — 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. A — 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. B — 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. A — 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. D — 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. C — 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. B — 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. D — 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. B — 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. C — 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. A — 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. B — 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. D — 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. C — 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. D — 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. A — 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. B — 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. C — 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. C — 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. D — 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. A — 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. D — 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. C — 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. A — 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. B — 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. C — 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. A — 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. D — 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. D — 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. C — 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. A — 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. B — 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. C — 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. A — 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. B — 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. C — 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. B — 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. D — 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. A — 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. B — 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. C — 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. A — 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. D — 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. D — 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. C — 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. A — 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. B — 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. D — 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. B — 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. C — 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. A — 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. C — 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. A — 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. C — 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. B — 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. A — 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. B — 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. D — 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. A — 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. B — 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. A — 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. C — 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. A — 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. D — 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. A — 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. D — 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. B — 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. C — 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. D — 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. B — 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. A — 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. A — 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. D — 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. C — 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. B — 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. B — 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. C — 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. A — 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. D — 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. C — 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. B — 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. A — 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. D — 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. B — 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. B — 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. D — 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. C — 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. A — 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. C — 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. B — 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. D — 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. C — 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. A — 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. A — 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. C — 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. D — 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. B — 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. A — 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. D — 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. B — 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. A — 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. B — 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. D — 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. A — 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. C — 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. D — 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. A — 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. C — 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. A — 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. C — 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. D — 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. B — 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. D — 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. A — 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. B — 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.