

NCMA PRACTICE EXAM 5 (150 QUESTIONS)

This 150-question practice examination covers safety, clinical procedures, laboratory skills, administrative responsibilities, pharmacology, anatomy, and medical terminology. Choose the single best answer for each question. It is an original study aid, not an official NCCT examination.

1. During a routine outpatient visit, before performing a venipuncture, which action most directly verifies the correct patient?
 - A. Compare two patient identifiers with the order
 - B. Ask the patient for a room number
 - C. Match the patient to a family member
 - D. Use the appointment time alone

2. In a primary-care setting, after removing gloves, what should the medical assistant do next?
 - A. Adjust the face shield
 - B. Document the procedure
 - C. Prepare the next specimen
 - D. Perform hand hygiene

3. While preparing for patient care, a blood-soaked gauze pad should be discarded in which container?
 - A. A regular trash receptacle
 - B. A sharps container
 - C. A biohazard waste container
 - D. A clean supply bin

4. At a busy ambulatory clinic, what is the best first response to a needlestick injury?

- A. Cover it and finish the shift
- B. Wash the area and report the exposure promptly
- C. Apply an antibiotic ointment only
- D. Wait for symptoms to occur

5. When following standard clinic workflow, which practice breaks the chain of infection?

- A. Reusing disposable gloves
- B. Recapping used needles
- C. Storing clean and used instruments together
- D. Cleaning hands between patients

6. For a patient-care scenario, what is the purpose of standard precautions?

- A. Reduce exposure to blood and body fluids
- B. Identify patients with immunity
- C. Replace transmission-based precautions
- D. Eliminate the need for hand hygiene

7. During a routine outpatient visit, which item belongs in a sharps container?

- A. A paper examination drape
- B. A used lancet
- C. An empty medication cup
- D. A cotton ball without blood

8. In a primary-care setting, a sterile field is considered contaminated when it is

- A. Opened immediately before use

- B. Placed on a dry surface
- C. Prepared with sterile supplies
- D. Below the waist or out of view

9. While preparing for patient care, why should a medical assistant avoid recapping a used needle?

- A. It dulls the needle for the patient
- B. It changes the specimen label
- C. It can cause a needlestick injury
- D. It makes the syringe too heavy

10. At a busy ambulatory clinic, what is the correct order after removing personal protective equipment?

- A. Remove contaminated items carefully, then perform hand hygiene
- B. Perform hand hygiene while wearing gloves
- C. Put clean gloves over used gloves
- D. Document before removing equipment

11. When following standard clinic workflow, when using a chemical disinfectant, the assistant should first

- A. Mix it with another cleaner
- B. Follow the product label instructions
- C. Apply it without gloves
- D. Rinse it immediately

12. For a patient-care scenario, which situation requires hand hygiene even when gloves were worn?

- A. Only after visible blood exposure
- B. Only before lunch
- C. Only after laboratory testing

D. After completing patient care

13. During a routine outpatient visit, a patient coughs continuously in the waiting room. What is appropriate?

- A. Offer a mask and follow facility respiratory procedures
- B. Move the patient near infants
- C. Delay all cleaning until closing
- D. Ask the patient to remove a mask

14. In a primary-care setting, what is the most important reason to clean an examination table between patients?

- A. Improve room lighting
- B. Reduce charting time
- C. Prevent transmission of microorganisms
- D. Avoid changing table paper

15. While preparing for patient care, which action supports safe lifting?

- A. Twist while lifting
- B. Reach with locked knees
- C. Lift with the back only
- D. Keep the load close and bend the knees

16. At a busy ambulatory clinic, a fire extinguisher should be used only after the assistant

- A. Opens every door in the area
- B. Activates emergency procedures and has a safe exit route
- C. Moves toward smoke without alerting anyone
- D. Leaves oxygen equipment running

17. When following standard clinic workflow, what is the purpose of a Safety Data Sheet?

- A. Provide hazard and handling information for a chemical
- B. Record patient allergies
- C. List daily appointment times
- D. Replace an incident report

18. For a patient-care scenario, which task is appropriate when cleaning a spill of blood?

- A. Use bare hands to contain it
- B. Sweep it into a regular trash can
- C. Wear appropriate protective equipment
- D. Cover it with clean linen

19. During a routine outpatient visit, a medical assistant finds a frayed electrical cord. What should occur?

- A. Remove the equipment from service and report it
- B. Wrap the cord with tape and continue
- C. Use it only for short procedures
- D. Place it near a sink for testing

20. In a primary-care setting, which method helps prevent falls in the exam room?

- A. Raise the table without warning
- B. Leave the step stool in the doorway
- C. Keep walkways clear of equipment
- D. Turn off lights during ambulation

21. While preparing for patient care, what does an incident report primarily document?

- A. The patient's routine vital signs
- B. An unusual event or injury
- C. A normal appointment schedule
- D. A completed insurance claim

22. At a busy ambulatory clinic, before using a new piece of equipment, the assistant should

- A. Rely on a previous user
- B. Skip the safety check
- C. Use it first with a high-risk patient
- D. Receive training and review instructions

23. When following standard clinic workflow, which action is most appropriate for a suspected latex allergy?

- A. Apply latex gloves over the rash
- B. Ignore the history if gloves are clean
- C. Use latex-free supplies when available
- D. Use powdered latex to reduce friction

24. For a patient-care scenario, when should an examination room be restocked?

- A. After checking inventory and before supplies run out
- B. Only after a patient complains
- C. Only during an emergency
- D. After discarding unopened sterile packages

25. During a routine outpatient visit, what is the safest action when a patient becomes dizzy while standing?

- A. Ask the patient to walk it off
- B. Assist the patient to a safe seated or lying position
- C. Leave to find paperwork
- D. Give the patient food without assessment

26. In a primary-care setting, which position is commonly used for a pelvic examination?

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

27. While preparing for patient care, what should be measured before applying a blood pressure cuff?

- A. The patient's shoe size
- B. The room temperature
- C. The pulse oximeter reading
- D. The patient's arm circumference

28. At a busy ambulatory clinic, a blood pressure cuff that is too small may produce a reading that is

- A. Falsely low
- B. Always normal
- C. Falsely high
- D. Impossible to document

29. When following standard clinic workflow, which pulse site is commonly assessed during an adult emergency?

- A. Temporal artery
- B. Carotid artery
- C. Dorsalis pedis artery
- D. Radial artery only

30. For a patient-care scenario, what does a pulse oximeter measure?

- A. Percentage of hemoglobin saturated with oxygen
- B. The volume of air inhaled
- C. The patient's blood type
- D. The blood glucose level

31. During a routine outpatient visit, before recording an oral temperature, the assistant should ask whether the patient

- A. Has a scheduled follow-up
- B. Recently ate, drank, or smoked
- C. Wore a short-sleeved shirt
- D. Has an insurance card

32. In a primary-care setting, which finding should be reported promptly before a procedure?

- A. A patient preference for water
- B. A request for a warm blanket
- C. A new allergy to the planned medication
- D. A routine arrival time

33. While preparing for patient care, what is the primary purpose of a patient history?

- A. Collect information relevant to present and past health
- B. Assign a final diagnosis

- C. Replace the provider examination
- D. Create a laboratory result

34. At a busy ambulatory clinic, when documenting a symptom, the assistant should record

- A. A personal opinion about the patient
- B. A guessed diagnosis
- C. An unrelated prior visit
- D. The patient's own words when relevant

35. When following standard clinic workflow, which instruction is best before obtaining a weight?

- A. Ask the patient to hold a bag
- B. Measure after a large meal only
- C. Record a weight from memory
- D. Ask the patient to remove heavy outerwear when appropriate

36. For a patient-care scenario, what is the purpose of a gait belt?

- A. Secure a blood pressure cuff
- B. Provide support while assisting an ambulatory patient
- C. Hold a sterile drape
- D. Label a laboratory specimen

37. During a routine outpatient visit, a patient reports chest pressure and shortness of breath. The assistant should

- A. Notify the provider or emergency team immediately
- B. Schedule a routine appointment next month
- C. Ask the patient to complete billing forms
- D. Send the patient to the waiting room

38. In a primary-care setting, which position may help a patient who is short of breath?

- A. Prone position
- B. Trendelenburg position
- C. Fowler's position
- D. Knee-chest position

39. While preparing for patient care, what is an example of subjective data?

- A. The patient reports nausea
- B. Temperature of 38 C
- C. Pulse of 96 beats per minute
- D. A measured weight change

40. At a busy ambulatory clinic, what is an example of objective data?

- A. The patient says the pain is sharp
- B. A measured respiratory rate
- C. The patient describes dizziness
- D. The patient reports poor sleep

41. When following standard clinic workflow, why is patient identification repeated before a procedure?

- A. To make the visit longer
- B. To avoid writing in the record
- C. To reduce the risk of wrong-patient errors
- D. To replace informed consent

42. For a patient-care scenario, which action supports patient privacy during an examination?

- A. Leave the door open
- B. Discuss details in the hallway
- C. Expose areas not being examined
- D. Drape the patient appropriately

43. During a routine outpatient visit, a patient with limited English proficiency needs instructions. The assistant should

- A. Ask a child to interpret complex information
- B. Speak louder in English
- C. Skip the instructions
- D. Use a qualified interpreter according to policy

44. In a primary-care setting, what is the main purpose of informed consent?

- A. Guarantee a successful outcome
- B. Document the patient's voluntary agreement after information is provided
- C. Transfer responsibility to staff
- D. Replace all patient questions

45. While preparing for patient care, which information is essential when documenting a procedure?

- A. What was done and the patient's response
- B. Only the assistant's work schedule
- C. A list of unrelated supplies
- D. The patient's financial balance

46. At a busy ambulatory clinic, what should the assistant do if a patient refuses a procedure?

- A. Perform it without consent
- B. Argue until the patient agrees
- C. Respect the refusal and notify the provider
- D. Record that consent was obtained

47. When following standard clinic workflow, which task is within the role of the medical assistant during an examination?

- A. Independently diagnose a disorder
- B. Interpret imaging as a provider
- C. Prescribe a medication
- D. Prepare supplies and assist the provider

48. For a patient-care scenario, before applying a dressing, the assistant should first

- A. Perform hand hygiene and follow aseptic technique
- B. Reuse supplies from another patient
- C. Apply the tape before cleaning
- D. Place gloves on a contaminated surface

49. During a routine outpatient visit, what is the purpose of a patient transfer belt?

- A. Measure waist circumference
- B. Reduce the risk of injury during assisted movement
- C. Secure an oxygen cylinder
- D. Immobilize a fractured limb

50. In a primary-care setting, which observation indicates a possible emergency during intake?

- A. A request to reschedule
- B. A preference for a quiet room

- C. New confusion with slurred speech
- D. A routine medication refill request

51. While preparing for patient care, what should be done immediately after collecting a specimen?

- A. Label it in the patient's presence
- B. Store it without an identifier
- C. Send it before checking the order
- D. Label it at the end of the day

52. At a busy ambulatory clinic, which order of draw helps reduce additive carryover?

- A. Select tubes by cap color preference
- B. Use the established collection sequence
- C. Collect all anticoagulant tubes first
- D. Choose the largest tube last

53. When following standard clinic workflow, why is a tourniquet released promptly after venipuncture?

- A. It prevents the needle from entering
- B. It sterilizes the puncture site
- C. It labels the collection tube
- D. Prolonged application can affect specimen quality

54. For a patient-care scenario, which action helps prevent hemolysis of a blood specimen?

- A. Shake tubes vigorously
- B. Use excessive force with a syringe
- C. Allow antiseptic to dry before puncture
- D. Force blood through a small needle

55. During a routine outpatient visit, what is the purpose of an anticoagulant tube additive?

- A. Prevent the blood from clotting
- B. Increase the specimen temperature
- C. Change the patient's blood type
- D. Disinfect the collection site

56. In a primary-care setting, a urine specimen should be labeled with

- A. Only the room number
- B. Only the provider name
- C. A general laboratory date
- D. Patient identifiers and collection details per policy

57. While preparing for patient care, what is a clean-catch urine specimen intended to reduce?

- A. The patient's fluid intake
- B. The need for labeling
- C. Contamination from external organisms
- D. The specimen volume

58. At a busy ambulatory clinic, before collecting a throat culture, the assistant should avoid

- A. Using a labeled swab
- B. Touching the tongue or cheeks with the swab
- C. Following the order
- D. Explaining the procedure

59. When following standard clinic workflow, what is the purpose of quality control in point-of-care testing?

- A. Replace patient identification during testing
- B. Confirm the test system is performing as expected
- C. Eliminate documentation from the result record
- D. Avoid checking expiration dates before use each day

60. For a patient-care scenario, an expired test strip should be

- A. Used for screening only
- B. Mixed with newer strips
- C. Saved for a repeat test
- D. Discarded according to policy

61. During a routine outpatient visit, what is the usual purpose of a 12-lead ECG?

- A. Record electrical activity of the heart
- B. Measure oxygen saturation
- C. Determine blood type
- D. Assess visual acuity

62. In a primary-care setting, why should ECG electrodes be placed on clean, dry skin?

- A. Increase the patient's blood pressure
- B. Replace lead placement landmarks
- C. Improve contact and signal quality
- D. Eliminate the need for privacy

63. While preparing for patient care, during spirometry, the patient is generally instructed to

- A. Exhale forcefully after a full inhalation

- B. Hold a normal breath indefinitely
- C. Breathe through the nose only
- D. Lie flat without coaching

64. At a busy ambulatory clinic, what should occur if a specimen label and order do not match?

- A. Send the specimen anyway
- B. Change the order without verification
- C. Stop and resolve the discrepancy before processing
- D. Use another patient's label

65. When following standard clinic workflow, which action supports accurate capillary glucose testing?

- A. Squeeze the finger excessively
- B. Use a properly prepared fingertip and approved technique
- C. Use a wet alcohol site
- D. Share a lancet device

66. For a patient-care scenario, what does a centrifuge do to a specimen?

- A. Sterilizes contaminated needles
- B. Measures respiratory volume
- C. Stores medications at room temperature
- D. Separates components by spinning

67. During a routine outpatient visit, why is a laboratory requisition important?

- A. It replaces specimen labeling
- B. It communicates the ordered test and patient information
- C. It guarantees a normal result
- D. It serves as a consent form

68. In a primary-care setting, before collecting a fasting specimen, the assistant should verify

- A. The patient's shoe size
- B. The preferred appointment day
- C. The patient's preparation instructions were followed
- D. The pharmacy location

69. While preparing for patient care, what is the correct response to a patient who feels faint during blood collection?

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

70. At a busy ambulatory clinic, why are critical laboratory results handled urgently?

- A. They may require prompt clinical attention
- B. They are always billing errors
- C. They replace provider assessment
- D. They are kept from the record

71. When following standard clinic workflow, which document records maintenance of laboratory equipment?

- A. The patient appointment book
- B. The quality-control or maintenance log
- C. The insurance ledger
- D. The referral form

72. For a patient-care scenario, what is the purpose of a specimen transport bag?

- A. Measure specimen volume
- B. Replace the laboratory order
- C. Store clean instruments
- D. Protect and contain the specimen during transport

73. During a routine outpatient visit, a medical assistant notices air bubbles in a blood gas syringe. What is appropriate?

- A. Follow facility protocol and notify the appropriate staff
- B. Ignore the bubbles and label it
- C. Shake the syringe vigorously
- D. Transfer it to a urine cup

74. In a primary-care setting, what is the best reason to verify test-kit controls?

- A. They identify the patient's diagnosis
- B. They replace a reference range
- C. They help identify an unreliable test run
- D. They make labeling optional

75. While preparing for patient care, after performing a waived test, the assistant should

- A. Discard the order without recording
- B. Interpret the result as a diagnosis
- C. Document the result according to policy
- D. Change an abnormal result to normal

76. At a busy ambulatory clinic, what is the purpose of an appointment schedule?

- A. Replace the medical record
- B. Determine a diagnosis
- C. Record laboratory quality control
- D. Organize patient visits and office workflow

77. When following standard clinic workflow, which action best protects confidentiality at the front desk?

- A. Discuss results in the waiting area where others can hear
- B. Speak quietly and limit information to those who need it
- C. Leave charts open for visitors at the reception desk
- D. Share passwords with coworkers for convenience

78. For a patient-care scenario, what is the minimum necessary principle intended to support?

- A. Limiting access to needed health information
- B. Giving every employee full chart access
- C. Posting records for easier review
- D. Avoiding all documentation

79. During a routine outpatient visit, what is a referral used for?

- A. Create a duplicate medical record
- B. Replace a prescription
- C. Direct a patient to another service or specialist
- D. Document a vital sign

80. In a primary-care setting, which action is appropriate when receiving a telephone message?

- A. Promise a diagnosis to the caller
- B. Record the caller, message, date, time, and callback information
- C. Discard the message after listening
- D. Use abbreviations that are unclear

81. While preparing for patient care, what should occur before releasing records to an authorized requester?

- A. Verify authorization and follow policy
- B. Send every chart automatically
- C. Discuss the record by voicemail
- D. Release information to any caller

82. At a busy ambulatory clinic, why should entries in a medical record be timely?

- A. They eliminate the need for a provider
- B. They avoid patient identification
- C. They replace all verbal communication
- D. They support accurate and continuous patient care

83. When following standard clinic workflow, if an error is made in a paper record, the assistant should

- A. Correct it according to policy without concealing the original entry
- B. Erase the original completely with no trace
- C. Use correction fluid over the original entry
- D. Create a new chart under another name to hide the mistake

84. For a patient-care scenario, which communication technique supports patient understanding?

- A. Use unexplained medical jargon
- B. Use plain language and invite questions

- C. Speak while walking away
- D. Avoid checking comprehension

85. During a routine outpatient visit, what is the purpose of a recall system?

- A. Determine medication doses
- B. Replace an emergency response
- C. Notify patients about needed follow-up care
- D. Perform laboratory testing

86. In a primary-care setting, which action supports professional telephone etiquette?

- A. Place every caller on hold without notice
- B. Use personal opinions as advice
- C. Discuss another patient's care
- D. Identify the office and yourself when answering

87. While preparing for patient care, what is an accounts receivable record used to track?

- A. Amounts owed to the practice
- B. The patient's vital signs
- C. The supply expiration dates
- D. The clinician's license number

88. At a busy ambulatory clinic, which document often explains a patient's insurance benefits?

- A. Incident report
- B. Sterilization log
- C. Medication administration record
- D. Explanation of benefits

89. When following standard clinic workflow, what does prior authorization generally involve?

- A. Providing a final diagnosis independently
- B. Obtaining payer approval for specified services when required
- C. Removing the patient's consent
- D. Skipping insurance verification

90. For a patient-care scenario, why should a medical assistant avoid diagnosing over the telephone?

- A. Telephone calls cannot be documented
- B. Patients never ask health questions
- C. Diagnosis requires appropriate clinical assessment and authority
- D. Only billing staff may answer calls

91. During a routine outpatient visit, what is the appropriate response to an angry patient?

- A. Argue with the patient
- B. Ignore the concern
- C. Remain calm, listen, and follow office escalation procedures
- D. Discuss other patients to compare situations

92. In a primary-care setting, why is it important to verify demographics at check-in?

- A. Accurate information supports identification and communication
- B. It replaces insurance eligibility checks
- C. It prevents all clinical procedures
- D. It creates a diagnosis

93. While preparing for patient care, what is a copayment?

- A. A laboratory control result for a laboratory test
- B. A provider's diagnosis made by a clinician
- C. A type of sterile technique used during patient care
- D. A patient cost share due under an insurance plan

94. At a busy ambulatory clinic, when scheduling a procedure, the assistant should communicate

- A. A guaranteed test result
- B. Preparation instructions and the appointment details
- C. An unapproved diagnosis
- D. Another patient's information

95. When following standard clinic workflow, which action is an example of professional boundaries?

- A. Keep interactions focused on the patient's care needs
- B. Accept expensive personal gifts
- C. Share private social media access
- D. Discuss personal problems during care

96. For a patient-care scenario, why should electronic health record passwords be kept private?

- A. They reduce the need for documentation
- B. They allow visitors to check in
- C. They make all records public
- D. They help protect record security and accountability

97. During a routine outpatient visit, what is the best use of the teach-back method?

- A. Ask the patient to sign without reading the written instructions
- B. Repeat jargon more quickly without defining terms
- C. Ask the patient to explain instructions in their own words

D. Assume nodding means understanding the patient understands

98. In a primary-care setting, a patient arrives late for an appointment. The assistant should

- A. Change another patient's appointment without notice
- B. Follow office scheduling policy and communicate options
- C. Refuse to document arrival
- D. Promise immediate care regardless of policy

99. While preparing for patient care, what is the purpose of an audit trail in an electronic record?

- A. Store sterile instruments
- B. Measure blood pressure
- C. Collect laboratory specimens
- D. Record access and changes to information

100. At a busy ambulatory clinic, which action best supports cultural sensitivity?

- A. Assume all patients share the same practices
- B. Ignore expressed preferences
- C. Ask respectful questions and avoid assumptions
- D. Use stereotypes to guide care

101. When following standard clinic workflow, what is the purpose of medication reconciliation?

- A. Compare medication information to identify discrepancies
- B. Prescribe a new medication independently
- C. Replace allergy documentation
- D. Eliminate medication counseling

102. For a patient-care scenario, before administering a medication under authorized direction, the assistant should verify

- A. Only the medication color
- B. The patient, medication, dose, route, and timing
- C. Only the pharmacy name
- D. Only the patient's room

103. During a routine outpatient visit, what is an adverse drug reaction?

- A. A scheduled refill
- B. A normal pulse reading
- C. An unwanted response to a medication
- D. A laboratory control value

104. In a primary-care setting, why should medication allergies be documented clearly?

- A. They help prevent avoidable exposure and harm
- B. They replace prescription orders
- C. They determine insurance coverage
- D. They eliminate patient education

105. While preparing for patient care, what does the abbreviation PRN generally mean?

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

106. At a busy ambulatory clinic, what does the route abbreviation PO indicate?

- A. By injection into a vein
- B. By mouth
- C. Applied to the skin
- D. Placed in the ear

107. When following standard clinic workflow, why should a medical assistant check medication expiration dates?

- A. Expiration changes the patient's identity
- B. It removes the need for an order
- C. It determines the appointment time
- D. Expired products may not meet required quality standards

108. For a patient-care scenario, which finding after a medication administration should be reported promptly?

- A. Difficulty breathing or facial swelling
- B. A request for a blanket
- C. A routine appointment reminder
- D. A preference for a chair

109. During a routine outpatient visit, what is the purpose of a medication administration record?

- A. Replace the prescription order
- B. Record only laboratory results
- C. Document medications given and related details
- D. Schedule patient appointments

110. In a primary-care setting, why should patient education include possible side effects?

- A. It guarantees no reaction
- B. It helps patients recognize when to seek guidance
- C. It replaces follow-up care
- D. It removes the need for an order

111. While preparing for patient care, what is the safest response when an order is unclear?

- A. Clarify the order through the appropriate channel
- B. Guess the intended dose
- C. Use a previous patient's order
- D. Change the route independently

112. At a busy ambulatory clinic, which action supports safe vaccine handling?

- A. Leave vaccines at room temperature indefinitely
- B. Mix products without instructions
- C. Follow storage and handling requirements
- D. Use expired inventory first

113. When following standard clinic workflow, why is an immunization record important?

- A. It replaces consent discussion
- B. It documents vaccines administered and related information
- C. It determines a diagnosis
- D. It serves as a billing receipt only

114. For a patient-care scenario, what is a contraindication?

- A. A routine follow-up interval
- B. A normal laboratory range
- C. A type of appointment slot

D. A reason a treatment may be inappropriate

115. During a routine outpatient visit, which symptom may indicate hypoglycemia?

- A. Sweating, shakiness, or confusion
- B. Gradual improved appetite only
- C. A normal vision screening
- D. A scheduled refill request

116. In a primary-care setting, what is the general purpose of insulin?

- A. Treat bacterial infections
- B. Help regulate blood glucose
- C. Reduce bone fractures
- D. Measure oxygen saturation

117. While preparing for patient care, which action supports safe medication storage?

- A. Store them with food and drinks
- B. Leave them accessible to visitors
- C. Mix loose tablets in unlabeled containers
- D. Keep medications secured and organized

118. At a busy ambulatory clinic, what should occur after giving an injection?

- A. Recap the needle with two hands
- B. Discard the record
- C. Observe the patient and document the administration
- D. Leave without checking the patient

119. When following standard clinic workflow, why are medication doses measured carefully?

- A. Measurement replaces a provider order
- B. Doses never vary by patient
- C. Dose errors can cause patient harm
- D. The label is optional

120. For a patient-care scenario, what is the best response if a patient asks whether to stop a prescribed medication?

- A. Tell the patient to stop immediately
- B. Refer the question to the prescribing clinician
- C. Advise doubling the next dose
- D. Ignore the question

121. During a routine outpatient visit, what does a medication's generic name identify?

- A. Only the manufacturer logo
- B. The patient's diagnosis
- C. The insurance copayment
- D. Its standard nonproprietary name

122. In a primary-care setting, which action helps prevent medication errors?

- A. Avoid interruptions and verify required information
- B. Prepare medications for multiple patients together
- C. Use unlabeled syringes
- D. Rely on memory instead of the order

123. While preparing for patient care, a patient reports taking an herbal product. Why should it be recorded?

- A. Herbal products are never relevant
- B. It may affect care or interact with other treatments
- C. It replaces allergy history
- D. It guarantees medication adherence

124. At a busy ambulatory clinic, what is the purpose of an emergency medication kit?

- A. Store personal staff medications
- B. Replace routine inventory
- C. Hold patient valuables
- D. Provide authorized supplies for urgent situations

125. When following standard clinic workflow, why should an assistant know a medication's route?

- A. Routes do not affect administration
- B. The route is chosen after giving the drug
- C. Different routes require different safe techniques
- D. Routes are only for billing

126. For a patient-care scenario, which body system includes the heart and blood vessels?

- A. Cardiovascular system
- B. Integumentary system
- C. Endocrine system
- D. Digestive system

127. During a routine outpatient visit, what is the primary function of the respiratory system?

- A. Produce red blood cells

- B. Filter urine
- C. Exchange oxygen and carbon dioxide
- D. Digest food

128. In a primary-care setting, which organ filters blood and produces urine?

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

129. While preparing for patient care, the prefix brady- generally means

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

130. At a busy ambulatory clinic, the suffix -itis generally refers to

- A. Surgical removal
- B. Inflammation
- C. Disease of blood
- D. Study of

131. When following standard clinic workflow, what does the term proximal mean?

- A. Farther from the point of attachment
- B. Closer to the point of attachment
- C. Toward the back only
- D. Below the waist

132. For a patient-care scenario, which plane divides the body into right and left portions?

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

133. During a routine outpatient visit, what is the function of red blood cells?

- A. Produce insulin
- B. Fight all infections
- C. Transport oxygen
- D. Digest proteins

134. In a primary-care setting, which chamber receives oxygenated blood from the lungs?

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

135. While preparing for patient care, what does hypertension describe?

- A. Low blood glucose
- B. Slow breathing
- C. Reduced body temperature
- D. Persistently elevated blood pressure

136. At a busy ambulatory clinic, what is the role of the skeletal system?

- A. Provide support and protect organs
- B. Pump blood
- C. Exchange gases
- D. Produce digestive enzymes

137. When following standard clinic workflow, which structure carries messages between the brain and body?

- A. Gallbladder
- B. Spleen
- C. Spinal cord
- D. Esophagus

138. For a patient-care scenario, what does the term edema mean?

- A. Loss of skin pigment
- B. Swelling caused by fluid accumulation
- C. An irregular heartbeat
- D. Painful urination

139. During a routine outpatient visit, which organ produces insulin?

- A. Thyroid
- B. Spleen
- C. Pancreas
- D. Appendix

140. In a primary-care setting, what is the main function of white blood cells?

- A. Carry oxygen
- B. Form urine
- C. Store bile
- D. Defend the body against infection

141. While preparing for patient care, the term dyspnea means

- A. Difficulty breathing
- B. Difficulty swallowing
- C. Chest pain
- D. Slow pulse

142. At a busy ambulatory clinic, which part of the eye controls the amount of light entering?

- A. Retina
- B. Iris
- C. Cornea
- D. Optic nerve

143. When following standard clinic workflow, what does the term benign mean?

- A. Immediately life-threatening
- B. Not cancerous
- C. Related to infection only
- D. Present at birth

144. For a patient-care scenario, which system regulates hormones?

- A. Endocrine system
- B. Lymphatic system
- C. Muscular system

D. Urinary system

145. During a routine outpatient visit, what does the term cyanosis describe?

- A. Yellowing of the eyes
- B. Redness from irritation
- C. A raised body temperature
- D. Bluish discoloration of skin or mucosa

146. In a primary-care setting, which organ stores bile?

- A. Kidney
- B. Lung
- C. Gallbladder
- D. Bladder

147. While preparing for patient care, the term tachycardia refers to

- A. An abnormally slow heart rate
- B. A low blood pressure
- C. A low oxygen reading
- D. An abnormally fast heart rate

148. At a busy ambulatory clinic, what is the function of platelets?

- A. Assist with blood clotting
- B. Carry carbon dioxide only
- C. Produce digestive acids
- D. Filter lymph

149. When following standard clinic workflow, which term means below normal body temperature?

- A. Hyperglycemia
- B. Hypertension
- C. Hypothermia
- D. Tachypnea

150. For a patient-care scenario, what does the root word *derm* refer to?

- A. Heart
- B. Skin
- C. Bone
- D. Blood

Ncma Practice Exam 5: Answer Key and Explanations

1. A — Compare two patient identifiers with the order is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

2. D — Perform hand hygiene is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

3. C — A biohazard waste container is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

4. B — Wash the area and report the exposure promptly is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

- 5. D** — Cleaning hands between patients is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 6. A** — Reduce exposure to blood and body fluids is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 7. B** — A used lancet is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 8. D** — Below the waist or out of view is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 9. C** — It can cause a needlestick injury is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 10. A** — Remove contaminated items carefully, then perform hand hygiene is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 11. B** — Follow the product label instructions is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 12. D** — After completing patient care is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.
- 13. A** — Offer a mask and follow facility respiratory procedures is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document,

and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

14. C — Prevent transmission of microorganisms is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

15. D — Keep the load close and bend the knees is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

16. B — Activates emergency procedures and has a safe exit route is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

17. A — Provide hazard and handling information for a chemical is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

18. C — Wear appropriate protective equipment is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

19. A — Remove the equipment from service and report it is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

20. C — Keep walkways clear of equipment is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

21. B — An unusual event or injury is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

22. D — Receive training and review instructions is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

23. C — Use latex-free supplies when available is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

24. A — After checking inventory and before supplies run out is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

25. B — Assist the patient to a safe seated or lying position is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

26. D — Lithotomy is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

27. D — The patient's arm circumference is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

28. C — Falsely high is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

29. B — Carotid artery is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

30. A — Percentage of hemoglobin saturated with oxygen is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and

follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

31. B — Recently ate, drank, or smoked is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

32. C — A new allergy to the planned medication is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

33. A — Collect information relevant to present and past health is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

34. D — The patient's own words when relevant is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

35. D — Ask the patient to remove heavy outerwear when appropriate is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

36. B — Provide support while assisting an ambulatory patient is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

37. A — Notify the provider or emergency team immediately is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

38. C — Fowler's position is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction,

and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

39. A — The patient reports nausea is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

40. B — A measured respiratory rate is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

41. C — To reduce the risk of wrong-patient errors is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

42. D — Drape the patient appropriately is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

43. D — Use a qualified interpreter according to policy is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

44. B — Document the patient's voluntary agreement after information is provided is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

45. A — What was done and the patient's response is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

46. C — Respect the refusal and notify the provider is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

47. D — Prepare supplies and assist the provider is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay,

or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

48. A — Perform hand hygiene and follow aseptic technique is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

49. B — Reduce the risk of injury during assisted movement is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

50. C — New confusion with slurred speech is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

51. A — Label it in the patient's presence is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

52. B — Use the established collection sequence is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

53. D — Prolonged application can affect specimen quality is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

54. C — Allow antiseptic to dry before puncture is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

55. A — Prevent the blood from clotting is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

56. D — Patient identifiers and collection details per policy is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

57. C — Contamination from external organisms is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

58. B — Touching the tongue or cheeks with the swab is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

59. B — Confirm the test system is performing as expected is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

60. D — Discarded according to policy is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

61. A — Record electrical activity of the heart is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

62. C — Improve contact and signal quality is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

63. A — Exhale forcefully after a full inhalation is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

64. C — Stop and resolve the discrepancy before processing is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and

follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

65. B — Use a properly prepared fingertip and approved technique is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

66. D — Separates components by spinning is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

67. B — It communicates the ordered test and patient information is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

68. C — The patient's preparation instructions were followed is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

69. D — Remove the tourniquet and needle, then assist safely is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

70. A — They may require prompt clinical attention is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

71. B — The quality-control or maintenance log is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

72. D — Protect and contain the specimen during transport is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and

follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

73. A — Follow facility protocol and notify the appropriate staff is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

74. C — They help identify an unreliable test run is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

75. C — Document the result according to policy is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

76. D — Organize patient visits and office workflow is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

77. B — Speak quietly and limit information to those who need it is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

78. A — Limiting access to needed health information is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

79. C — Direct a patient to another service or specialist is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

80. B — Record the caller, message, date, time, and callback information is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

81. A — Verify authorization and follow policy is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

82. D — They support accurate and continuous patient care is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

83. A — Correct it according to policy without concealing the original entry is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

84. B — Use plain language and invite questions is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

85. C — Notify patients about needed follow-up care is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

86. D — Identify the office and yourself when answering is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

87. A — Amounts owed to the practice is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

88. D — Explanation of benefits is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

89. B — Obtaining payer approval for specified services when required is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may

create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

90. C — Diagnosis requires appropriate clinical assessment and authority is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

91. C — Remain calm, listen, and follow office escalation procedures is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

92. A — Accurate information supports identification and communication is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

93. D — A patient cost share due under an insurance plan is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

94. B — Preparation instructions and the appointment details is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

95. A — Keep interactions focused on the patient's care needs is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

96. D — They help protect record security and accountability is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

97. C — Ask the patient to explain instructions in their own words is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

98. B — Follow office scheduling policy and communicate options is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

99. D — Record access and changes to information is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

100. C — Ask respectful questions and avoid assumptions is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

101. A — Compare medication information to identify discrepancies is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

102. B — The patient, medication, dose, route, and timing is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

103. C — An unwanted response to a medication is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

104. A — They help prevent avoidable exposure and harm is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

105. D — As needed is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

106. B — By mouth is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

107. D — Expired products may not meet required quality standards is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

108. A — Difficulty breathing or facial swelling is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

109. C — Document medications given and related details is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

110. B — It helps patients recognize when to seek guidance is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

111. A — Clarify the order through the appropriate channel is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

112. C — Follow storage and handling requirements is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

113. B — It documents vaccines administered and related information is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

114. D — A reason a treatment may be inappropriate is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

115. A — Sweating, shakiness, or confusion is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

116. B — Help regulate blood glucose is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

117. D — Keep medications secured and organized is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

118. C — Observe the patient and document the administration is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

119. C — Dose errors can cause patient harm is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

120. B — Refer the question to the prescribing clinician is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

121. D — Its standard nonproprietary name is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay,

or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

122. A — Avoid interruptions and verify required information is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

123. B — It may affect care or interact with other treatments is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

124. D — Provide authorized supplies for urgent situations is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

125. C — Different routes require different safe techniques is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

126. A — Cardiovascular system is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

127. C — Exchange oxygen and carbon dioxide is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

128. D — Kidney is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

129. A — Slow is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use

approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

130. B — Inflammation is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

131. B — Closer to the point of attachment is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

132. A — Sagittal plane is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

133. C — Transport oxygen is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

134. D — Left atrium is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

135. D — Persistently elevated blood pressure is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

136. A — Provide support and protect organs is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

137. C — Spinal cord is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

138. B — Swelling caused by fluid accumulation is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay,

or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

139. C — Pancreas is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

140. D — Defend the body against infection is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

141. A — Difficulty breathing is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

142. B — Iris is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

143. B — Not cancerous is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

144. A — Endocrine system is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

145. D — Bluish discoloration of skin or mucosa is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

146. C — Gallbladder is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

147. D — An abnormally fast heart rate is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

148. A — Assist with blood clotting is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks.

149. C — Hypothermia is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.

150. B — Skin is correct because it applies the principle tested in this outpatient care scenario. The other responses do not meet the purpose and may create confusion, delay, or avoidable risk. Use approved procedures, communicate clearly, document, and follow policy, provider direction, and scope-of-practice requirements when completing patient-care tasks. This supports consistent patient care.