

NCMA PRACTICE EXAM 7 (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. In a multispecialty office, before performing a venipuncture, which action most directly verifies the correct patient?

- A. Ask the patient for a room number
- B. Match the patient to a family member
- C. Use the appointment time alone
- D. Compare two patient identifiers with the order

2. During a scheduled clinic encounter, after removing gloves, what should the medical assistant do next?

- A. Adjust the face shield
- B. Perform hand hygiene
- C. Document the procedure
- D. Prepare the next specimen

3. When supporting safe outpatient care, a blood-soaked gauze pad should be discarded in which container?

- A. A regular trash receptacle
- B. A sharps container
- C. A clean supply bin
- D. A biohazard waste container

4. As a medical assistant prepares the room, what is the best first response to a needlestick injury?

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

5. In an ambulatory setting, which practice breaks the chain of infection?

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

6. While completing routine clinical duties, 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. In a multispecialty office, 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. During a scheduled clinic encounter, a sterile field is considered contaminated when it is

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

9. When supporting safe outpatient 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. As a medical assistant prepares the room, what is the correct order after removing personal protective equipment?

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

11. In an ambulatory setting, when using a chemical disinfectant, the assistant should first

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

12. While completing routine clinical duties, 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. In a multispecialty office, a patient coughs continuously in the waiting room. What is appropriate?

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

14. During a scheduled clinic encounter, 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. When supporting safe outpatient care, which action supports safe lifting?

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

16. As a medical assistant prepares the room, 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. In an ambulatory setting, what is the purpose of a Safety Data Sheet?

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

18. While completing routine clinical duties, 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. In a multispecialty office, a medical assistant finds a frayed electrical cord. What should occur?

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

20. During a scheduled clinic encounter, which method helps prevent falls in the exam room?

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

21. When supporting safe outpatient care, what does an incident report primarily document?

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

22. As a medical assistant prepares the room, 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. In an ambulatory setting, which action is most appropriate for a suspected latex allergy?

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

24. While completing routine clinical duties, when should an examination room be restocked?

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

25. In a multispecialty office, what is the safest action when a patient becomes dizzy while standing?

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

26. During a scheduled clinic encounter, which position is commonly used for a pelvic examination?

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

27. When supporting safe outpatient care, what should be measured before applying a blood pressure cuff?

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

28. As a medical assistant prepares the room, 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. In an ambulatory setting, which pulse site is commonly assessed during an adult emergency?

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

30. While completing routine clinical duties, 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. In a multispecialty office, before recording an oral temperature, the assistant should ask whether the patient

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

32. During a scheduled clinic encounter, which finding should be reported promptly before a procedure?

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

33. When supporting safe outpatient care, what is the primary purpose of a patient history?

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

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

34. As a medical assistant prepares the room, when documenting a symptom, the assistant should record

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

35. In an ambulatory setting, which instruction is best before obtaining a weight?

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

36. While completing routine clinical duties, what is the purpose of a gait belt?

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

37. In a multispecialty office, a patient reports chest pressure and shortness of breath. The assistant should

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

38. During a scheduled clinic encounter, which position may help a patient who is short of breath?

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

39. When supporting safe outpatient care, what is an example of subjective data?

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

40. As a medical assistant prepares the room, what is an example of objective data?

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

41. In an ambulatory setting, why is patient identification repeated before a procedure?

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

42. While completing routine clinical duties, which action supports patient privacy during an examination?

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

43. In a multispecialty office, a patient with limited English proficiency needs instructions. The assistant should

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

44. During a scheduled clinic encounter, what is the main purpose of informed consent?

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

45. When supporting safe outpatient care, which information is essential when documenting a procedure?

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

46. As a medical assistant prepares the room, what should the assistant do if a patient refuses a procedure?

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

47. In an ambulatory setting, which task is within the role of the medical assistant during an examination?

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

48. While completing routine clinical duties, before applying a dressing, the assistant should first

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

49. In a multispecialty office, what is the purpose of a patient transfer belt?

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

50. During a scheduled clinic encounter, which observation indicates a possible emergency during intake?

- A. New confusion with slurred speech
- B. A request to reschedule
- C. A preference for a quiet room
- D. A routine medication refill request

51. When supporting safe outpatient care, what should be done immediately after collecting a specimen?

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

52. As a medical assistant prepares the room, which order of draw helps reduce additive carryover?

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

53. In an ambulatory setting, 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. While completing routine clinical duties, which action helps prevent hemolysis of a blood specimen?

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

55. In a multispecialty office, what is the purpose of an anticoagulant tube additive?

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

56. During a scheduled clinic encounter, a urine specimen should be labeled with

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

57. When supporting safe outpatient 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. As a medical assistant prepares the room, before collecting a throat culture, the assistant should avoid

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

59. In an ambulatory setting, what is the purpose of quality control in point-of-care testing?

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

60. While completing routine clinical duties, an expired test strip should be

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

61. In a multispecialty office, 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. During a scheduled clinic encounter, 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. When supporting safe outpatient 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. As a medical assistant prepares the room, what should occur if a specimen label and order do not match?

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

65. In an ambulatory setting, 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. While completing routine clinical duties, what does a centrifuge do to a specimen?

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

67. In a multispecialty office, why is a laboratory requisition important?

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

68. During a scheduled clinic encounter, 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. When supporting safe outpatient care, what is the correct response to a patient who feels faint during blood collection?

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

70. As a medical assistant prepares the room, 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. In an ambulatory setting, which document records maintenance of laboratory equipment?

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

72. While completing routine clinical duties, what is the purpose of a specimen transport bag?

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

73. In a multispecialty office, a medical assistant notices air bubbles in a blood gas syringe. What is appropriate?

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

74. During a scheduled clinic encounter, what is the best reason to verify test-kit controls?

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

75. When supporting safe outpatient care, after performing a waived test, the assistant should

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

76. As a medical assistant prepares the room, 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. In an ambulatory setting, which action best protects confidentiality at the front desk?

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

78. While completing routine clinical duties, what is the minimum necessary principle intended to support?

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

79. In a multispecialty office, 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. During a scheduled clinic encounter, 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. When supporting safe outpatient 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. As a medical assistant prepares the room, 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. In an ambulatory setting, if an error is made in a paper record, the assistant should

- A. Erase the original completely with no trace
- B. Use correction fluid over the original entry
- C. Correct it according to policy without concealing the original entry

D. Create a new chart under another name to hide the mistake

84. While completing routine clinical duties, which communication technique supports patient understanding?

- A. Use unexplained medical jargon
- B. Speak while walking away
- C. Avoid checking comprehension
- D. Use plain language and invite questions

85. In a multispecialty office, what is the purpose of a recall system?

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

86. During a scheduled clinic encounter, which action supports professional telephone etiquette?

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

87. When supporting safe outpatient care, what is an accounts receivable record used to track?

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

88. As a medical assistant prepares the room, which document often explains a patient's insurance benefits?

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

89. In an ambulatory setting, what does prior authorization generally involve?

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

90. While completing routine clinical duties, why should a medical assistant avoid diagnosing over the telephone?

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

91. In a multispecialty office, what is the appropriate response to an angry patient?

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

92. During a scheduled clinic encounter, why is it important to verify demographics at check-in?

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

93. When supporting safe outpatient 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 patient cost share due under an insurance plan
- D. A type of sterile technique used during patient care

94. As a medical assistant prepares the room, 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. In an ambulatory setting, 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. While completing routine clinical duties, 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 help protect record security and accountability
- D. They make all records public

97. In a multispecialty office, 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. Assume nodding means understanding the patient understands
- D. Ask the patient to explain instructions in their own words

98. During a scheduled clinic encounter, a patient arrives late for an appointment. The assistant should

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

99. When supporting safe outpatient care, what is the purpose of an audit trail in an electronic record?

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

100. As a medical assistant prepares the room, which action best supports cultural sensitivity?

- A. Ask respectful questions and avoid assumptions
- B. Assume all patients share the same practices
- C. Ignore expressed preferences

D. Use stereotypes to guide care

101. In an ambulatory setting, what is the purpose of medication reconciliation?

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

102. While completing routine clinical duties, before administering a medication under authorized direction, the assistant should verify

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

103. In a multispecialty office, what is an adverse drug reaction?

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

104. During a scheduled clinic encounter, why should medication allergies be documented clearly?

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

105. When supporting safe outpatient care, what does the abbreviation PRN generally mean?

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

106. As a medical assistant prepares the room, 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. In an ambulatory setting, 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. While completing routine clinical duties, 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. In a multispecialty office, 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. During a scheduled clinic encounter, 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. When supporting safe outpatient care, what is the safest response when an order is unclear?

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

112. As a medical assistant prepares the room, which action supports safe vaccine handling?

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

113. In an ambulatory setting, 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. While completing routine clinical duties, what is a contraindication?

- A. A routine follow-up interval
- B. A normal laboratory range
- C. A reason a treatment may be inappropriate
- D. A type of appointment slot

115. In a multispecialty office, 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. During a scheduled clinic encounter, 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. When supporting safe outpatient care, which action supports safe medication storage?

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

118. As a medical assistant prepares the room, what should occur after giving an injection?

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

119. In an ambulatory setting, 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. While completing routine clinical duties, what is the best response if a patient asks whether to stop a prescribed medication?

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

121. In a multispecialty office, what does a medication's generic name identify?

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

122. During a scheduled clinic encounter, which action helps prevent medication errors?

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

123. When supporting safe outpatient care, a patient reports taking an herbal product. Why should it be recorded?

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

124. As a medical assistant prepares the room, 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. In an ambulatory setting, why should an assistant know a medication's route?

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

126. While completing routine clinical duties, which body system includes the heart and blood vessels?

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

127. In a multispecialty office, what is the primary function of the respiratory system?

- A. Exchange oxygen and carbon dioxide
- B. Produce red blood cells
- C. Filter urine
- D. Digest food

128. During a scheduled clinic encounter, which organ filters blood and produces urine?

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

129. When supporting safe outpatient care, the prefix brady- generally means

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

130. As a medical assistant prepares the room, the suffix -itis generally refers to

- A. Surgical removal

- B. Inflammation
- C. Disease of blood
- D. Study of

131. In an ambulatory setting, 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. While completing routine clinical duties, which plane divides the body into right and left portions?

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

133. In a multispecialty office, what is the function of red blood cells?

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

134. During a scheduled clinic encounter, which chamber receives oxygenated blood from the lungs?

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

135. When supporting safe outpatient care, what does hypertension describe?

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

136. As a medical assistant prepares the room, what is the role of the skeletal system?

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

137. In an ambulatory setting, which structure carries messages between the brain and body?

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

138. While completing routine clinical duties, what does the term edema mean?

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

139. In a multispecialty office, which organ produces insulin?

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

140. During a scheduled clinic encounter, 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. When supporting safe outpatient care, the term dyspnea means

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

142. As a medical assistant prepares the room, which part of the eye controls the amount of light entering?

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

143. In an ambulatory setting, what does the term benign mean?

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

144. While completing routine clinical duties, which system regulates hormones?

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

145. In a multispecialty office, what does the term cyanosis describe?

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

146. During a scheduled clinic encounter, which organ stores bile?

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

147. When supporting safe outpatient care, the term tachycardia refers to

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

D. A low oxygen reading

148. As a medical assistant prepares the room, what is the function of platelets?

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

149. In an ambulatory setting, which term means below normal body temperature?

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

150. While completing routine clinical duties, what does the root word derm refer to?

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

Ncma Practice Exam 7: Answer Key and Explanations

1. D — Compare two patient identifiers with the order is correct because it applies the principle tested in this clinical support 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. B — Perform hand hygiene is correct because it applies the principle tested in this clinical support 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. D — A biohazard waste container is correct because it applies the principle tested in this clinical support 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. C — Wash the area and report the exposure promptly is correct because it applies the principle tested in this clinical support 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. B — Cleaning hands between patients is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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. A — Below the waist or out of view is correct because it applies the principle tested in this clinical support 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 clinical support 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. D — Remove contaminated items carefully, then perform hand hygiene is correct because it applies the principle tested in this clinical support 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. A — Follow the product label instructions is correct because it applies the principle tested in this clinical support 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 clinical support 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. B — Offer a mask and follow facility respiratory procedures is correct because it applies the principle tested in this clinical support 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 clinical support 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. A — Keep the load close and bend the knees is correct because it applies the principle tested in this clinical support 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 clinical support 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. D — Provide hazard and handling information for a chemical is correct because it applies the principle tested in this clinical support 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 clinical support 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. C — Remove the equipment from service and report it is correct because it applies the principle tested in this clinical support 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. B — Keep walkways clear of equipment is correct because it applies the principle tested in this clinical support 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. A — An unusual event or injury is correct because it applies the principle tested in this clinical support 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 clinical support 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. B — Use latex-free supplies when available is correct because it applies the principle tested in this clinical support 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. D — After checking inventory and before supplies run out is correct because it applies the principle tested in this clinical support 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. A — Assist the patient to a safe seated or lying position is correct because it applies the principle tested in this clinical support 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. C — Lithotomy is correct because it applies the principle tested in this clinical support 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. B — The patient's arm circumference is correct because it applies the principle tested in this clinical support 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 clinical support 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. D — Carotid artery is correct because it applies the principle tested in this clinical support 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 clinical support 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. D — Recently ate, drank, or smoked is correct because it applies the principle tested in this clinical support 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. A — A new allergy to the planned medication is correct because it applies the principle tested in this clinical support 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. B — Collect information relevant to present and past health is correct because it applies the principle tested in this clinical support 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. C — The patient's own words when relevant is correct because it applies the principle tested in this clinical support 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. B — Ask the patient to remove heavy outerwear when appropriate is correct because it applies the principle tested in this clinical support 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. C — Provide support while assisting an ambulatory patient is correct because it applies the principle tested in this clinical support 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. D — Notify the provider or emergency team immediately is correct because it applies the principle tested in this clinical support 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. A — Fowler's position is correct because it applies the principle tested in this clinical support 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. D — The patient reports nausea is correct because it applies the principle tested in this clinical support 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. C — A measured respiratory rate is correct because it applies the principle tested in this clinical support 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. A — To reduce the risk of wrong-patient errors is correct because it applies the principle tested in this clinical support 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. B — Drape the patient appropriately is correct because it applies the principle tested in this clinical support 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. A — Use a qualified interpreter according to policy is correct because it applies the principle tested in this clinical support 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. C — Document the patient's voluntary agreement after information is provided is correct because it applies the principle tested in this clinical support 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. D — What was done and the patient's response is correct because it applies the principle tested in this clinical support 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. B — Respect the refusal and notify the provider is correct because it applies the principle tested in this clinical support 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. B — Prepare supplies and assist the provider is correct because it applies the principle tested in this clinical support 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. D — Perform hand hygiene and follow aseptic technique is correct because it applies the principle tested in this clinical support 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. C — Reduce the risk of injury during assisted movement is correct because it applies the principle tested in this clinical support 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. A — New confusion with slurred speech is correct because it applies the principle tested in this clinical support 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. B — Label it in the patient's presence is correct because it applies the principle tested in this clinical support 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. C — Use the established collection sequence is correct because it applies the principle tested in this clinical support 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 clinical support 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. A — Allow antiseptic to dry before puncture is correct because it applies the principle tested in this clinical support 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. B — Prevent the blood from clotting is correct because it applies the principle tested in this clinical support 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. A — Patient identifiers and collection details per policy is correct because it applies the principle tested in this clinical support 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 clinical support 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. D — Touching the tongue or cheeks with the swab is correct because it applies the principle tested in this clinical support 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. D — Confirm the test system is performing as expected is correct because it applies the principle tested in this clinical support 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. B — Discarded according to policy is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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 clinical support 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. D — Stop and resolve the discrepancy before processing is correct because it applies the principle tested in this clinical support 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 clinical support 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. C — Separates components by spinning is correct because it applies the principle tested in this clinical support 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. D — It communicates the ordered test and patient information is correct because it applies the principle tested in this clinical support 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 clinical support 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. B — Remove the tourniquet and needle, then assist safely is correct because it applies the principle tested in this clinical support 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 clinical support 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. A — The quality-control or maintenance log is correct because it applies the principle tested in this clinical support 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. C — Protect and contain the specimen during transport is correct because it applies the principle tested in this clinical support 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. D — Follow facility protocol and notify the appropriate staff is correct because it applies the principle tested in this clinical support 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. B — They help identify an unreliable test run is correct because it applies the principle tested in this clinical support 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. B — Document the result according to policy is correct because it applies the principle tested in this clinical support 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 clinical support 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. A — Speak quietly and limit information to those who need it is correct because it applies the principle tested in this clinical support 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. C — Limiting access to needed health information is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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 clinical support 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 clinical support 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. C — Correct it according to policy without concealing the original entry is correct because it applies the principle tested in this clinical support 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. D — Use plain language and invite questions is correct because it applies the principle tested in this clinical support 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. A — Notify patients about needed follow-up care is correct because it applies the principle tested in this clinical support 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. B — Identify the office and yourself when answering is correct because it applies the principle tested in this clinical support 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. B — Amounts owed to the practice is correct because it applies the principle tested in this clinical support 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 clinical support 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. C — Obtaining payer approval for specified services when required is correct because it applies the principle tested in this clinical support 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. A — Diagnosis requires appropriate clinical assessment and authority is correct because it applies the principle tested in this clinical support 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. B — Remain calm, listen, and follow office escalation procedures is correct because it applies the principle tested in this clinical support 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. D — Accurate information supports identification and communication is correct because it applies the principle tested in this clinical support 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. C — A patient cost share due under an insurance plan is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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. C — They help protect record security and accountability is correct because it applies the principle tested in this clinical support 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. D — Ask the patient to explain instructions in their own words is correct because it applies the principle tested in this clinical support 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. A — Follow office scheduling policy and communicate options is correct because it applies the principle tested in this clinical support 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. B — Record access and changes to information is correct because it applies the principle tested in this clinical support 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. A — Ask respectful questions and avoid assumptions is correct because it applies the principle tested in this clinical support 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. D — Compare medication information to identify discrepancies is correct because it applies the principle tested in this clinical support 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. C — The patient, medication, dose, route, and timing is correct because it applies the principle tested in this clinical support 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. D — An unwanted response to a medication is correct because it applies the principle tested in this clinical support 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. C — They help prevent avoidable exposure and harm is correct because it applies the principle tested in this clinical support 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. A — As needed is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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 clinical support 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 clinical support 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 clinical support 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. D — Clarify the order through the appropriate channel is correct because it applies the principle tested in this clinical support 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. A — Follow storage and handling requirements is correct because it applies the principle tested in this clinical support 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 clinical support 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. C — A reason a treatment may be inappropriate is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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. C — Keep medications secured and organized is correct because it applies the principle tested in this clinical support 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. D — Observe the patient and document the administration is correct because it applies the principle tested in this clinical support 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 clinical support 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. A — Refer the question to the prescribing clinician is correct because it applies the principle tested in this clinical support 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. B — Its standard nonproprietary name is correct because it applies the principle tested in this clinical support 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. D — Avoid interruptions and verify required information is correct because it applies the principle tested in this clinical support 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. C — It may affect care or interact with other treatments is correct because it applies the principle tested in this clinical support 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 clinical support 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. A — Different routes require different safe techniques is correct because it applies the principle tested in this clinical support 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. B — Cardiovascular system is correct because it applies the principle tested in this clinical support 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. A — Exchange oxygen and carbon dioxide is correct because it applies the principle tested in this clinical support 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 clinical support 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. C — Slow is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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 clinical support 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. D — Transport oxygen is correct because it applies the principle tested in this clinical support 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. C — Left atrium is correct because it applies the principle tested in this clinical support 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 clinical support 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. B — Provide support and protect organs is correct because it applies the principle tested in this clinical support 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. A — Spinal cord is correct because it applies the principle tested in this clinical support 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. C — Swelling caused by fluid accumulation is correct because it applies the principle tested in this clinical support 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 clinical support 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 clinical support 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 clinical support 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 clinical support 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. C — Not cancerous is correct because it applies the principle tested in this clinical support 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. B — Endocrine system is correct because it applies the principle tested in this clinical support 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. A — Bluish discoloration of skin or mucosa is correct because it applies the principle tested in this clinical support 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. D — Gallbladder is correct because it applies the principle tested in this clinical support 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. A — An abnormally fast heart rate is correct because it applies the principle tested in this clinical support 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. C — Assist with blood clotting is correct because it applies the principle tested in this clinical support 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. D — Hypothermia is correct because it applies the principle tested in this clinical support 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 clinical support 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.