

# MEDICAL OFFICE PROCEDURES (250)

## REGIONAL – 2018

**Part I: Multiple Choice & Short Answer:**

Multiple Choice (20 @ 5 points each) \_\_\_\_\_ (100 points)

Abbreviations (10 @ 5 points each) \_\_\_\_\_ ( 50 points)

Matching (10 @ 5 points each) \_\_\_\_\_ ( 50 points)

**Part II: Production:**

Job 1: SOAP \_\_\_\_\_ (100 points)

***TOTAL POINTS*** \_\_\_\_\_ (***300 points***)

**Failure to adhere to any of the following rules will result in disqualification:**

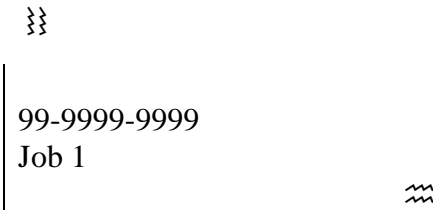
- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than ten (10) minutes orientation  
No more than sixty (60) minutes testing time  
No more than ten (10) minutes wrap-up

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### GENERAL INSTRUCTIONS

1. Use the Scantron scoring sheet provided for the objective portion of the test.
2. Make certain this test booklet contains Parts I-II.
3. Key Part II according to the instructions given.
4. Correct any obvious keyboarding errors and incorporate any editing notations.
5. Correct any errors in formatting. Use formatting shown in the *Style & Reference Manual*.
6. For any problem where you would normally key your reference initials, key your contestant number. Your name or initials should *not* appear on any work you submit.
7. Key your contestant number and job number as the footer in the lower left-hand corner of all work submitted unless otherwise specified.

Example: 

8. If you finish before the end of the 60 minutes of testing, notify the proctor. Time may be a factor in determining a winner when there is a tie score.
9. When turning in your materials, place your scoring sheet on top of your jobs. The jobs should be arranged in numerical order.

<b>Production Standards</b>	
0 errors	100 points
1 error	90 points
2 errors	70 points
3 errors	50 points
4+ errors	0 points

**Part I – Multiple Choice**

Identify the letter of the choice that best completes the statement or answers the question. Mark A if the statement is True. Mark B if the statement is False.

1. A patient who has no health insurance is called a(n) \_\_\_\_\_.
  - a. Self-referral
  - b. Indigent
  - c. Dependent
  - d. Self-pay
  
2. \_\_\_\_\_ is a type of health insurance plan that allows the participant to select his or her own provider.
  - a. Government plan
  - b. Medicaid
  - c. PPO
  - d. HMO
  
3. Medicare is insurance coverage available to \_\_\_\_\_.
  - a. Low income
  - b. Elderly and/or disabled
  - c. Medically needy
  - d. Unemployed
  
4. A new patient is one who has never been seen in the office, or who has not been seen in the past \_\_\_\_\_.
  - a. 12 months
  - b. 24 months
  - c. 36 months
  - d. None of the above
  
5. All of the following information is obtained for new patients, *except* the \_\_\_\_\_.
  - a. patient's identification
  - b. patient's insurance information
  - c. patient's date of birth
  - d. patient's date of hire for which insurance was obtained
  
6. The abbreviation PCP stands for \_\_\_\_\_.
  - a. Patient Care Practice
  - b. Principal Casualty Performance
  - c. Primary Care Physician
  - d. Parent Coverage Platform

**MEDICAL OFFICE PROCEDURES – REGIONAL 2017**

**ANSWER KEY**

**Page 4 of 8**

7. Which of the following would *not* be found in the reception area of a medical office?
  - a. something to keep children busy
  - b. well cushioned modular seating
  - c. television or music system
  - d. professional medical journals
  
8. Which of the following dates is written correctly to be included in the heading of a letter?
  - a. 5/1/17
  - b. May 1, '17
  - c. May 1<sup>st</sup>, 2017
  - d. May 1, 2017
  
9. Medical ethics will typically address standards of \_\_\_\_\_.
  - a. conduct
  - b. accurate
  - c. historical
  - d. inclusive
  
10. When a fax is used to transmit medical records, the patient must sign a \_\_\_\_\_.
  - a. letter
  - b. release
  - c. contract
  - d. record
  
11. Which of the following is *not* covered by Medicaid?
  - a. X-rays
  - b. Immunizations
  - c. Birth Control
  - d. Cosmetic Surgery
  
12. All of the following are expected as part of a professional image *except* \_\_\_\_\_.
  - a. clean hands and nails
  - b. a strong pleasant fragrance
  - c. clean, well-groomed hair
  - d. appropriate business attire
  
13. A claim that is printed and mailed to the carrier is called a \_\_\_\_\_ copy.
  - a. soft
  - b. file
  - c. paper
  - d. hard

**MEDICAL OFFICE PROCEDURES – REGIONAL 2017**

**ANSWER KEY**

**Page 5 of 8**

14. Which of the following is the usual business envelope size?
- No. 5
  - No. 10
  - No. 6  $\frac{3}{4}$
  - No. 5  $\frac{3}{4}$
15. Precautions for use of a physician's signature stamp include all but which one of the following?
- It should be kept in a locked location.
  - Only bonded staff member should have access.
  - It should be available to all employees.
  - There should be just one stamp per physician.
16. The contribution a subscriber makes to pay a portion of each medical bill is called \_\_\_\_\_.
- coinsurance
  - deductible
  - premium
  - dividend
17. Which standard size letterhead is appropriate for most business correspondence?
- 5 $\frac{1}{2}$  x 8 $\frac{1}{2}$
  - 7 $\frac{1}{4}$  x 10 $\frac{1}{2}$  inches
  - 8 $\frac{1}{2}$  x 11 inches
  - 17 x 22 inches
18. There is not a difference between a rejected claim and a denied claim.
- True
  - False
19. Which of the following items are parts of the physician's office budget?
- medical equipment
  - rent or mortgage
  - taxes
  - all of the above
20. The *best* method of patient identification is \_\_\_\_\_.
- Birth certificate
  - Social Security card
  - Student ID
  - State issued ID card or driver's license

Contestant Number \_\_\_\_\_

*(Attach to work to be submitted for grading)*

**Part II—Abbreviations @ 5 points each = 50 points**

Write what each medical abbreviation stands for:

1. RN \_\_\_\_\_
2. CBC \_\_\_\_\_
3. rt \_\_\_\_\_
4. CPR \_\_\_\_\_
5. OP \_\_\_\_\_
6. DOS \_\_\_\_\_
7. q.i.d. \_\_\_\_\_
8. SOF \_\_\_\_\_
9. HMO \_\_\_\_\_
10. ROM \_\_\_\_\_

Contestant Number \_\_\_\_\_

*(Attach to work to be submitted for grading)*

**Part III—Matching @ 5 points each = 50 points (Specialties/Prefixes/Suffixes)**

- |                   |                     |
|-------------------|---------------------|
| A. horizontal     | F. gram             |
| B. arthr/o        | G. UA               |
| C. TBSA           | H. endocrine system |
| D. meta           | I. HCT              |
| E. urinary system | J. angi/o           |

1. \_\_\_\_\_ urinalysis
2. \_\_\_\_\_ joint
3. \_\_\_\_\_ total body surface area
4. \_\_\_\_\_ hematocrit
5. \_\_\_\_\_ suffix means record
6. \_\_\_\_\_ blood vessel
7. \_\_\_\_\_ beyond, after or change
8. \_\_\_\_\_ transverse plane
9. \_\_\_\_\_ adrenals, gonads, pancreas and thymus are components of the
10. \_\_\_\_\_ filtration of blood to remove waste, maintain electrolyte balance, regulate the fluid balance within the body

**Part V: SOAP Documentation – 100 points**

Patient Name: Anissa Luna

PCP: Bradley Rotts, M.D.

Date of Birth: 04/25/1997

Date of Exam: (use yesterday's date)

Patient comes in for reevaluation of her acne. Patient also has a rash on her chest, neck and back. Mentions that she has had this for the past two months.

The patient has been taking amoxicillin 500 mg b.i.d. and Tazorac cream 0.1, and her face is doing well, but she has been out of her medicine now for three days. On examination, this is a flaring of her acne with small folliculitis lesions.

Diagnosis is acne with folliculitis.

Continue the amoxicillin 500 mg two at bedtime and Tazorac cream 0.1; it is ok to use on back and chest also, ordered Septra DS every morning, drink extra water, return in two months for follow-up evaluation of her acne.

Report transcribed today.