

STUDY GUIDE for

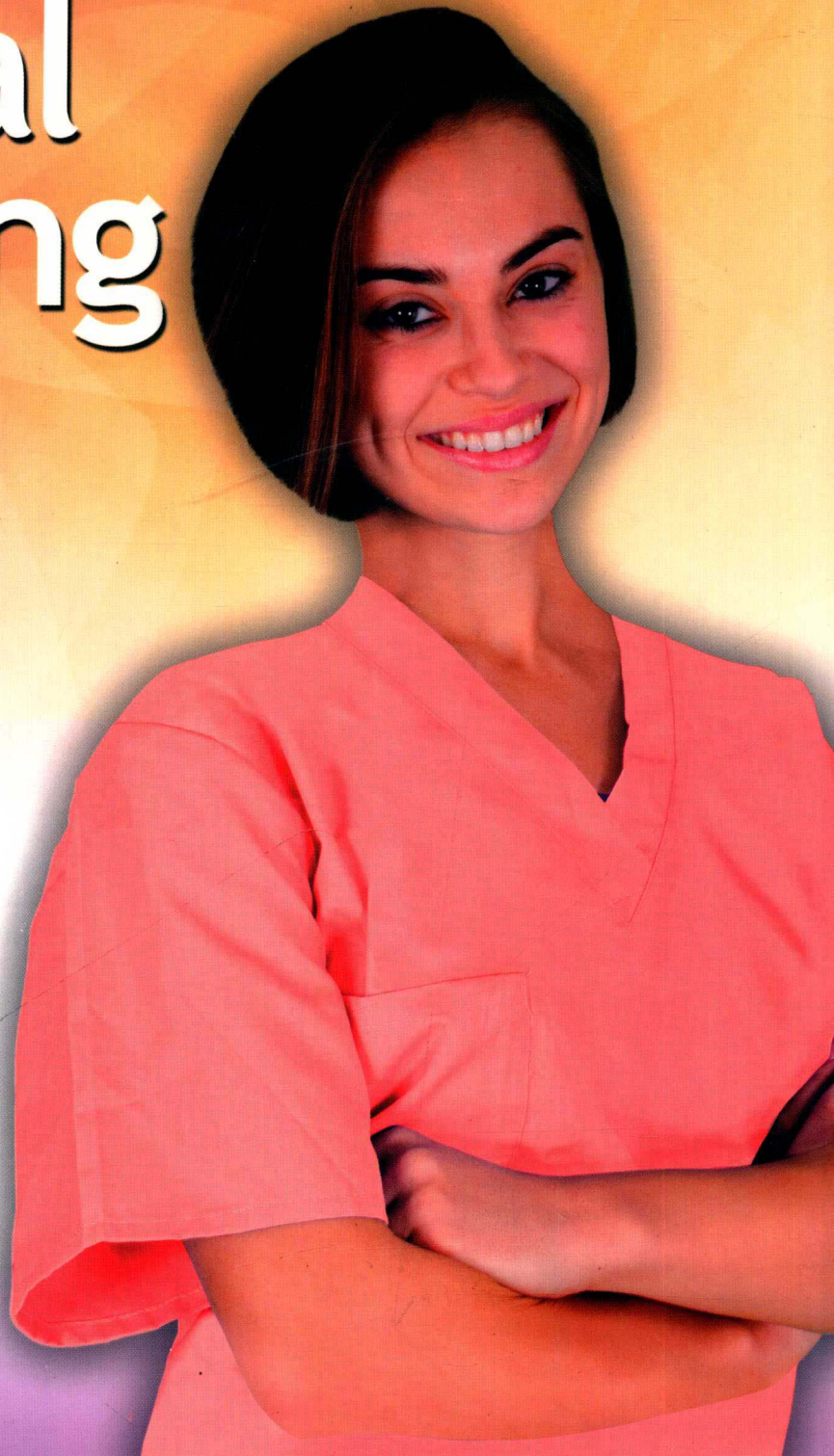
Lippincott Williams & Wilkins'

Administrative

**Medical
Assisting**

FOURTH EDITION

Julie Ledbetter



4TH EDITION

Study Guide for
LIPPINCOTT WILLIAMS AND WILKINS'
ADMINISTRATIVE
Medical Assisting

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4th Edition

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Study Guide for

LIPPINCOTT WILLIAMS AND WILKINS'

ADMINISTRATIVE
Medical Assisting

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Preface

Welcome to the *Study Guide for Lippincott Williams & Wilkins' Administrative Medical Assisting, Fourth Edition*. In this edition, I have aligned the exercises and activities with the most current (2015) Medical Assisting Education Review Board (MAERB) of the American Association of Medical Assistants (AAMA) curriculum standards. Program directors, instructors, and students will know which activities in this *Study Guide* support comprehension of knowledge from the textbook (cognitive domain), which support the practice and skills needed to become a competent entry-level medical assistant (psychomotor domain), and which exercises encourage critical thinking and professional behaviors in the medical office (affective domain). This *Study Guide* is unique in a number of ways and offers features that are not found in most Medical Assisting study guides.

The *Study Guide* is divided into sections that coincide with the textbook. Parts I and II include exercises that reinforce the knowledge and skills required of all Medical Assistants. Part III includes activities to “put it all together” as a potential medical office employee.

Each chapter includes the following:

- **Learning Outcomes**—Learning outcomes are listed at the beginning of the chapter and are divided into AAMA/CAAHEP categories (Cognitive, Psychomotor, Affective) and ABHES competencies.
- **A Variety of Question Formats**—To meet the needs of a variety of learning styles and to reinforce content and knowledge, each chapter of the *Study Guide* includes multiple choice, matching, short answer, completion, and where applicable, calculation-type questions. These formats will help you retain new

information, reinforce previously learned content, and build confidence.

- **Case Studies for Critical Thinking**—These scenarios and questions are designed with real-world situations in mind and are intended to promote conversation about possible responses, not just one correct answer! These questions will be valuable to students who confront these types of situations during externship and graduates who encounter similar situations after employment.
- **Procedure Skill Sheets**—Every procedure in the textbook has a procedure skill sheet in the *Study Guide*. These procedures have been updated and revised in this edition and include steps on interacting with diverse patients, such as those who are visually or hearing impaired, those who do not speak English or who speak English as a second language (ESL), and patients who may have developmental challenges.
- **Putting It All Together**—Chapter 17 in the *Study Guide* gives students the opportunity to reinforce information learned throughout their program. This final *Study Guide* chapter includes documentation skills practice for a multitude of situations and active learning activities to engage students with previously learned knowledge.

This *Study Guide* has been developed in response to numerous requests from students and instructors for a concise, understandable, and interactive resource that covers the skills necessary to become a successful Medical Assistant. I hope you find the exercises and tools in this book productive and useful toward your goal of becoming the best Medical Assistant possible!

Study Guide for

LIPPINCOTT WILLIAMS AND WILKINS'

ADMINISTRATIVE Medical Assisting



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PART

1

Introduction to Medical Assisting





CHAPTER

1

Medicine and Medical Assisting

Learning Outcomes

Cognitive Domain

1. Spell and define the key terms
2. Summarize a brief history of modern medicine
3. Explain the system of health care in the United States
4. Discuss the typical medical office
5. List medical specialties a medical assistant may encounter
6. List settings in which medical assistants may be employed
7. List the duties of a medical assistant
8. Describe the desired characteristics of a medical assistant
9. Differentiate between scope of practice and standards of care for medical assistants
10. Compare and contrast provider and medical assistant roles in terms of standard of care
11. Recognize the role of patient advocacy in the practice of medical assisting
12. Define a patient-centered medical home
13. Define the principles of self boundaries
14. Differentiate between adaptive and nonadaptive coping mechanisms
15. Identify members of the health care team
16. Explain the pathways of education for medical assistants
17. Discuss the importance of program accreditation
18. Name and describe the two nationally recognized accrediting

agencies for medical assisting education programs

19. Explain the benefits and avenues of certification for the medical assistant
20. Discuss licensure and certification as it applies to health care providers
21. List the benefits of membership in a professional organization
22. Identify the effect personal morals may have on professional performance

Psychomotor Domain

1. Locate a state's legal scope of practice for medical assistants
2. Perform within scope of practice
3. Practice within the standard of care for a medical assistant
4. Develop a plan for separation of personal and professional ethics
5. Respond to issues of confidentiality

Affective Domain

1. Demonstrate awareness of the consequences of not working within the legal scope of practice
2. Apply ethical behaviors, including honesty and integrity in performance of medical assisting practice
3. Recognize the impact personal ethics and morals have on the delivery of health care
4. Demonstrate the principles of self-boundaries

ABHES Competencies

1. Comprehend the current employment outlook for the medical assistant
2. Compare and contrast the allied health professions and understand their relation to medical assisting
3. Understand medical assistant credentialing requirements and the process to obtain the credential. Comprehend the importance of credentialing
4. Have knowledge of the general responsibilities of the medical assistant
5. Define scope of practice for the medical assistant, and comprehend the conditions for practice within the state that the medical assistant is employed
6. Demonstrate professionalism by:
 - a. *Exhibiting dependability, punctuality, and a positive work ethic*
 - b. *Exhibiting a positive attitude and a sense of responsibility*
 - c. *Maintaining confidentiality at all times*
 - d. *Being cognizant of ethical boundaries*
 - e. *Exhibiting initiative*
 - f. *Adapting to change*
 - g. *Expressing a responsible attitude*
 - h. *Being courteous and diplomatic*
 - i. *Conducting work within scope of education, training, and ability*
7. Comply with federal, state, and local health laws and regulations
8. Analyze the effect of hereditary, cultural, and environmental influences

Name: _____

Date: _____

Grade: _____

COG MULTIPLE CHOICE

1. Julia is a student in her last year of a medical assisting program. What must she complete before graduating?
 - a. Certification
 - b. An associate's degree
 - c. A practicum
 - d. Curriculum
2. Who is eligible to take the RMA examination? Circle all that apply.
 - a. Medical assistants who have been employed as medical instructors for a minimum of 5 years
 - b. Medical assistants who have been employed in the profession for a minimum of 5 years
 - c. Graduates from ABHES-accredited medical assisting programs
 - d. Graduates from CAAHEP-accredited medical assisting programs
3. Marie and Pierre Curie revolutionized the principles of:
 - a. nursing.
 - b. disease.
 - c. infection.
 - d. physics.
 - e. radioactivity.
4. The medical assistant's role will expand over time because of:
 - a. a growing population.
 - b. the risk of disease and infection.
 - c. advances in medicine and technology.
 - d. a financial boom.
 - e. more effective training programs.
5. What drives the management practices of the outpatient medical facility?
 - a. The desire to compete with other medical facilities
 - b. The need to adhere to government rules and regulations
 - c. The attempt to fit into mainstream medical opinion
 - d. The effort to retain medical employees
 - e. The focus on hiring specialized health care workers
6. Which of the following tasks is the administrative team responsible for in the medical office?
 - a. Physical examinations
 - b. Financial aspects of the practice
 - c. Laboratory test processing
 - d. Minor office surgery
 - e. Drawing blood
7. Which of the following is a clinical duty?
 - a. Scheduling appointments
 - b. Obtaining medical histories
 - c. Handling telephone calls
 - d. Filing insurance forms
 - e. Implementing diagnostic and procedural coding for insurance claims
8. Empathy is the ability to:
 - a. care deeply for the health and welfare of patients.
 - b. keep your temper in check.
 - c. show all patients good manners.
 - d. remain calm in an emergency.
 - e. feel pity for sick patients.
9. If a patient refers to you as a "nurse," you should:
 - a. call the physician.
 - b. ignore the mistake.
 - c. politely correct him or her.
 - d. send him or her home.
 - e. ask the nurse to come into the room.
10. A group of specialized people who are brought together to meet the needs of the patient is called:
 - a. multiskilled.
 - b. multifaceted.
 - c. multitasked.
 - d. multidisciplinary.
 - e. multitrained.
11. A medical assistant falls into the category of:
 - a. nurse.
 - b. physician assistant.
 - c. medical office manager.
 - d. allied health professional.
 - e. all of the above.
12. The discovery of which vaccine opened the door to an emphasis on preventing disease rather than simply trying to cure preventable illnesses?
 - a. Smallpox
 - b. Cowpox
 - c. Puerperal fever
 - d. Typhoid
 - e. Influenza

13. "Scope of practice" refers to:
 - a. the tasks a person is trained to do.
 - b. the tasks an employer allows an employee to perform.
 - c. limitations placed on employees by law.
 - d. a concept that varies from state to state.
 - e. all of the above.
14. All accredited programs must include a(n):
 - a. medical terminology course.
 - b. computer course.
 - c. practicum.
 - d. certification examination.
 - e. multidisciplinary program.
15. What is the requirement for admission to the CMA examination?
 - a. Successful completion of 60 CEUs
 - b. Successful completion of an externship
 - c. Graduation from high school
 - d. Graduation from an accredited medical assisting program
 - e. Successful completion of a GED program
16. An oncologist diagnoses and treats:
 - a. disorders of the musculoskeletal system.
 - b. disorders of the ear, nose, and throat.
 - c. pregnant women.
 - d. the aging population.
 - e. benign and malignant tumors.
17. A CMA is required to recertify every:
 - a. 1 year.
 - b. 2 years.
 - c. 5 years.
 - d. 10 years.
 - e. 15 years.
18. Which organization offers the RMA examination?
 - a. American Medical Technologists
 - b. American Association of Medical Assistants
 - c. American Academy of Professional Coders
 - d. American Health Information Management Association
 - e. American Board of Medical Specialties
19. Which of the following is a benefit of association membership?
 - a. Time off from work
 - b. Networking opportunities
 - c. Hotel expenses
 - d. Free health insurance
 - e. Externship placement
20. Which specialist diagnoses and treats disorders of the stomach and intestines?
 - a. Endocrinologist
 - b. Gastroenterologist
 - c. Gerontologist
 - d. Podiatrist
 - e. Internist
21. A goal of regenerative medicine is to:
 - a. replace the need for organ donation.
 - b. slow the healing process.
 - c. provide more health care jobs.
 - d. sell organs commercially.
 - e. win the Nobel Prize in the medicine category.
22. "Standard of care" refers to:
 - a. the focus of medicine.
 - b. generally accepted guidelines and principles that health care practitioners follow in the practice of medicine.
 - c. a physician's specialty.
 - d. a concept that only applies to physicians.
 - e. a policy that was written by Hippocrates.

COG MATCHING

Grade: _____

Match the following key terms to their definitions.

Key Terms	Definitions
23. _____ caduceus	a. completed by a CMA every 5 years by either taking the examination again or by acquiring 60 CEU
24. _____ medical assistant	b. describing a medical facility where patients receive care but are not admitted overnight
25. _____ outpatient	c. a subcategory of medicine that a physician chooses to practice upon graduation from medical school
26. _____ specialty	d. referring to a team of specialized professionals who are brought together to meet the needs of the patient
27. _____ clinical	e. regarding a medical facility that treats patients and keeps them overnight, often accompanied by surgery or other procedure
28. _____ administrative	f. a medical symbol showing a wand or staff with two serpents coiled around it
29. _____ laboratory	
30. _____ multidisciplinary	

Key Terms

- 31. _____ inpatient
- 32. _____ practicum
- 33. _____ accreditation
- 34. _____ certification
- 35. _____ recertification

Definitions

- g. voluntary process that involves a testing procedure to prove an individual's baseline competency in a particular area
- h. regarding tasks that involve direct patient care
- i. an educational course during which the student works in the field gaining hands-on experience
- j. a multiskilled health care professional who performs a variety of tasks in a medical setting
- k. a nongovernmental professional peer review process that provides technical assistance and evaluates educational programs for quality based on preestablished academic and administrative standards
- l. regarding tasks that involve scientific testing
- m. regarding tasks that focus on office procedures

COG SHORT ANSWER

Grade: _____

36. What is the purpose of the Centers for Medicare and Medicaid Services?

37. The following are three specialists who may employ medical assistants. Describe what each does.

- a. allergist: _____
- b. internist: _____
- c. gynecologist: _____

COG IDENTIFICATION

Grade: _____

As a medical assistant, you must be "multiskilled," or skilled at completing many different tasks. Almost all the tasks you will complete fall into one of two categories: administrative and clinical. But what's the difference between administrative and clinical tasks? Read each selection below and determine whether the task requires your clinical or administrative skills, then place a C or an A beside the task.

- 38. _____ preparing patients for examinations
- 39. _____ maintaining medical records
- 40. _____ ensuring good public relations
- 41. _____ obtaining medical histories
- 42. _____ preparing and sterilizing instruments
- 43. _____ screening sales representatives

AF SHORT ANSWER

Grade: _____

44. What qualities do you possess that would make you a valuable member of your professional organization?

45. List the characteristics that you possess that will make you a successful medical assistant.

46. List any personal characteristics you believe you could improve.

47. Describe the personal appearance of a professional medical assistant.

48. What are the two accrediting bodies for the medical assisting education arena?

49. What is the importance of having adaptive coping mechanisms in place? Give an example of a situation in which such tools would be helpful.

50. How would you answer the question, "Legally, who is responsible for the actions of CMAs or RMAs as they perform their skills?"

51. You are a CMA in a busy Ob/Gyn practice. You have been asked to orient a high school student who was hired to help up front and in medical records in the afternoons. She wants a career in health care but is unsure if she would be happier in a doctor's office or a hospital. She is debating between becoming a CMA or an RN but is confused about the difference. She asks for your help in deciding what profession to choose. How would you explain the difference in the two careers?

52. Why is the ability to respect patient confidentiality essential to the role of the medical assistant?

53. The medical office in which you work treats a variety of patients, from all ages and backgrounds. Why should you work with a multidisciplinary health care team? What are the benefits to the patients?

WHAT WOULD YOU DO?

Grade: _____

54. You are preparing a patient for his or her examination, but the physician is running behind schedule. The patient is becoming anxious and asks you to perform the examination, instead of the physician. You tell his or her that you will go check how much longer the physician will be. But she or he responds, "Can't you just perform the exam? Aren't you like a nurse?" How should you respond?

55. The patient who asked you to perform the examination now refuses to wait for the physician. Even though he or she has a serious heart condition requiring monthly checkups, he or she leaves without being treated by the physician. You need to write a note that will be included in his or her chart and in an incident report. What would you say?

COG AFF PSY ACTIVE LEARNING

Grade: _____

56. Review the list of specialists who employ medical assistants in textbook Table 1-3. Choose one specialty that interests you. Perform research on what kinds of procedures the specialist performs. Then consider what kinds of tasks a medical assistant employed by this specialist might perform. Write a letter to this specialist explaining why you would want to work in this kind of office. Be sure to include specific references to the tasks and procedures that interest you based on your research.

57. Scope of practice for medical assistants can vary from state to state. In some states, CMAs are not allowed to perform invasive procedures, such as injections or phlebotomy. Go to the Web site for your state and research the laws in your state regarding the medical assistant's scope of practice. Why is it important to understand your scope of practice before beginning work in a new medical office?

AFF CASE STUDY FOR CRITICAL THINKING A

Grade: _____

You are a CMA in a family practice where many of your friends and neighbors are patients. One of them is being treated for breast cancer. It seems as though everywhere you go, someone asks about her condition. They are just concerned, and so are you. You really want to give them an update on her treatment, but you know that is prohibited.

58. What is your best action? Choose all appropriate actions from the list below.
- a. Ask the patient if she minds letting you give updates to their mutual friends.
 - b. Tell them that you would be violating a federal law if you discuss her care, but they should call her to find out.
 - c. Tell them what they want to know. After all, they are asking because they care.
 - d. Offer to help your friend/patient join a Web site that will allow her to update her friends.

AFF CASE STUDY FOR CRITICAL THINKING B

Grade: _____

You start your new position as a CMA for a busy pediatric practice. You are unsure of your job responsibilities, but the office manager expects you to "hit the ground running." Your first day is busy, and you are asked to handle the phones. Your first caller is a mother who is worried about his or her child's fever.

59. Your best response is:
- a. Don't worry. I'm sure he or she will be fine.
 - b. Let me check the office protocol for children with fever. I will call you back.
 - c. Today is my first day; I don't know, but I think he or she will be fine.
 - d. You will need to make an appointment.
 - e. I'll put you through to the doctor immediately.



60. What action could have prevented this uncomfortable situation?
- Having the opportunity to observe the office for a few weeks before starting
 - Having read the policy and procedure manual before starting work
 - Having more experience in the medical assisting field
 - Paying better attention in class
 - Refusing to answer the phone
61. You ask another CMA what you should do, and her response is, "I thought you were a CMA; you should know what to do." What is your next best action?
- Go immediately to your supervisor for guidance.
 - Tell another coworker what she said and ask what she thinks you should do.
 - Start looking for another job.
 - Tell her that if the facility had trained you properly, you would have known what to do.
 - Tell her that you are doing your best, and you are sure you will get up to speed soon.

AF CASE STUDY FOR CRITICAL THINKING C

Grade: _____

Mrs. Esposito approaches Jan, a medical assistant, at the front desk. Jan has recently treated Mrs. Esposito's son, Manuel, for a foot injury. Mrs. Esposito has just arrived in the United States and, with broken English, asks Jan if she may have her son's medical records to show Manuel's soccer coach that he will be unable to play for the rest of the season. Jan tries to explain to Mrs. Esposito that because her son is 18 years old and legally an adult, she must have his permission to release his medical records. Mrs. Esposito is frustrated and angry. Using Spanish translating software, Jan calmly attempts to explain that the physician would be happy to write a note for Manuel to give to his soccer coach explaining his injuries. After a great deal of time and effort, Mrs. Esposito thanks her for this information and apologizes for becoming angry.

62. From the list below, choose the characteristic of a professional medical assistant that Jan exhibited in the above scenario.
- Accuracy
 - Proper hygiene
 - The ability to respect patient confidentiality
 - Honesty
63. What was the best action for Jan when she learned that Mrs. Esposito did not speak much English?
- Look in the Yellow Pages for a translator
 - Try to find a Spanish translating software online
 - Enlist the assistance of a fellow employee who speaks fluent Spanish
 - Tell Mrs. Esposito to come back when she can bring a translator
64. When dealing with an angry person such as Mrs. Esposito, the most important action is to:
- Raise your voice so he or she will hear you
 - Treat his or her as he or she is treating you
 - Remain calm
 - Notify the office manager of a problem
65. When responding to a request for the release of medical information, your first action should be to:
- explain the policy to the patient.
 - check for the patient's signed authorization.
 - ask the physician.
 - copy the records.



Learning Outcomes

COG Cognitive Domain

1. Spell and define the key terms
2. Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including the Food and Drug Administration and the Drug Enforcement Agency
3. Compare criminal and civil law as it applies to the practicing medical assistant
4. Provide an example of tort law as it would apply to a medical assistant
5. List the elements and types of contractual agreements and describe the difference in implied and express contracts
6. List four items that must be included in a contract termination or withdrawal letter
7. List six items that must be included in an informed consent form and explain who may sign consent forms
8. List five legally required disclosures that must be reported to specified authorities
9. Describe the four elements that must be proven in a medical legal suit
10. Describe four possible defenses against litigation for the medical professional
11. Explain the theory of respondeat superior, or law of agency, and how it applies to the medical assistant
12. Outline the laws regarding employment and safety issues in the medical office
13. Identify:
 - a. Genetic Information Nondiscrimination Act of 2008 (GINA)
 - b. Americans with Disabilities Act Amendments Act (ADAAA)
14. Differentiate between legal, ethical, and moral issues affecting health care
15. Define:
 - a. Negligence
 - b. Malpractice
 - c. Statute of limitations
 - d. Good Samaritan Act
 - e. Uniform Anatomical Gift Act
 - f. Living will/advanced directives
 - g. Medical durable power of attorney
 - h. Patient Self-Determination Act (PSDA)
16. List the seven American Medical Association principles of ethics
17. List the five ethical principles of ethical and moral conduct outlined by the American Association of Medical Assistants
18. Define patient navigator
19. Describe the role of the medical assistant as the patient navigator
20. Describe the purpose of the Self-Determination Act
21. Explore issue of confidentiality as it applies to the medical assistant
22. Describe components of the Health Information Portability & Accountability Act (HIPAA)
23. Describe the implications of the Health Insurance Portability and Accountability Act for the medical assistant in various medical settings
24. Summarize the Patients' Bill of Rights
25. Discuss licensure and certification as it applies to health care providers
26. Describe the following types of insurance: liability, professional (malpractice), and personal injury