Lesson 1
Chapter Projects
Answers to Project 1.2 - Work Ethic and Interpersonal Relationships
5. O  10. M  15. G

Chapter Review Questions

ANSWERS TO USING TERMINOLOGY
1. C  2. G
3. J  4. F
5. E  6. A
7. I  8. D

ANSWERS TO CHECK YOUR UNDERSTANDING
1. C
2. D
3. A
4. C
5. D
6. B
7. A

ANSWERS TO THINKING IT THROUGH

1. The administrative medical assistant who handles front-desk duties must have communication skills, in order to greet patients and other visitors and gather information about them; mathematics skills, to handle fee collection; organizational skills, because the front desk is a very busy environment featuring many different demands; interpersonal skills, to communicate positively with patients; and, if the medical office is automated, computer skills, to enter the patients’ information and to handle the scheduling program.

2. When you put yourself in someone else’s situation, you can imagine how that person feels and how you would want to be treated in the same situation.

3. Answers will vary; different types of environments and tasks should be addressed. In small offices, work may be more varied than it is in departments of large hospitals, where each employee does similar tasks, such as billing.

4. It is important for medical office assistants to be good team players because they are in fact members of the physician office team. They need to be able to work with both medical professionals and other assistants in providing the best care and services for patients.
5. An administrative medical assistant projects a professional image by exhibiting a positive personality, a pleasing manner, healthful habits, good grooming, and appropriate dress.

6. Certification brings recognition from employers and potential employers that a person has met high standards and has achieved competency in the knowledge and skills required for a particular task, such as medical assisting and medical transcription.

7. When communicating with a non-English speaking patient, the assistant should speak slowly and clearly in a normal conversational tone, using simple words, rather than technical terms, and being as brief as possible.

Lesson 2
Project 2.2
Physician’s Obligations and Medical Law
1. T
2. F - A license to practice is good for the life of the physician. It may be suspended or revoked.
3. T
4. F - The physician is not legally obligated to inform a patient of all possible reactions to medication.
5. F - A physician must obtain a written consent before has an implied consent in seeing a new patient.
6. T
7. F - A physician’s license to practice medicine is valid in all fifty states. It is granted by a board established in each individual state.
8. T
9. F - The physician cannot can refuse to perform a procedure on a patient because of that physician’s moral beliefs.
10. F - The Drug Education Enforcement Administration issues narcotic registration and annual renewals.
11. T
12. F - A physician must obtain the maximum minimum amount of education in a particular medical specialty before becoming certified in that specialty.
13. T
14. T
15. F - A physician patient or guardian of the patient must sign a consent form before receiving any procedure.

Project 2.3
Medical Liability and Communications
1. F - The charge of battery assault exists when there is a clear threat of injury to another.
2. F - A subpoena summons orders the defendant to answer the stated charges.
3. T
4. F - Access to health records Release of information is the form that contains written permission to release patient information.
5. F - Defensive medicine means the physician is dissolving legal responsibility. doing all the necessary tests and follow-up visits to confirm a diagnosis or treatment result.
6. **T**

7. **T**

8. **F** - Using e-mail to transmit medical documents is preferred over faxing documents is not recommended because e-mail networks are not secure.

9. **T**

10. **T**

11. **F** - Statutory reports require the patient’s condition be reported to the patient’s insurance. State departments of health or social services.

12. **T**

13. **F** - A deposition *subpoena* is sent to the defendant requiring *and may require* the defendant’s appearance in court.

14. **F** - A Good Samaritan Act states that a patient may start a lawsuit upon reaching majority. Protects the physician from liability for civil damages that may arise as a result of providing emergency care.

15. **T**

**Project 2.4 Legal Terms**

1. G  
2. E  
3. L  
4. M  
5. F  
6. H  
7. Q  
8. A  
9. O  
10. I  
11. C  
12. J  
13. N  
14. S  
15. P  
16. D  
17. T  
18. B  
19. K  
20. R

**ANSWERS TO USING TERMINOLOGY**

1. C  
2. D  
3. G  
4. F  
5. B  
6. E  
7. H  
8. I  
9. A  
10. J

**ANSWERS TO CHECK YOUR UNDERSTANDING**

1. B  
2. D  
3. D  
4. A  
5. C  
6. A  
7. D  
8. A  
9. A  
10. D
Lesson 3
Project 3.1
Composing a Referral Letter

KAREN LARSEN, MD
2235 South Ridgeway Avenue 312-555-6022
Chicago, IL 60623-2240 Fax: 312-555-0025

August 14, 20--

Hugh Arnold, MD
Suite 440
2785 South Ridgeway Avenue
Chicago, IL 60647-2700

Dear Dr. Arnold:

RE: FRANZ GUEHN  DOB: 08/05/-----

Thank you for referring Franz Guehn to me. I have just completed his examination. Mr. Guehn was first examined by me on June 4. His diagnosis at that time was otitis externa, bilaterally; defective hearing, mixed type, bilaterally. The results of the audiogram are enclosed.

In July, Mr. Guehn had another audiogram (results are also enclosed). At that time, a considerable loss of high tones indicated a beginning degeneration of the auditory nerve, associated with severe tinnitus.

Thank you for referring this patient to me.

Sincerely,

Karen Larsen, MD

nb
MEMO TO: All Staff

FROM: Karen Larsen, MD

DATE: October 13, 20—

SUBJECT: Employment of Wanda Norberg, MD

Wanda Norberg, MD, will start working in January while I am on a sabbatical to help update the University Hospital Resident Program Guidelines.

Dr. Norberg’s hours will be 9 a.m. to 12 noon, Monday through Thursday and 6 p.m. to 9 p.m. Tuesday and Thursday evenings. Currently, Dr. Norberg has an office at West Fifth Avenue,
RUBELLA (GERMAN MEASLES)

DEFINITION

Rubella (German measles) is a highly communicable viral disease characterized by diffuse, pruritic, macular rash. Rubella is a relatively benign viral illness unless there is transplacental transmission. (Define the following terms: communicable, diffuse, pruritic, transplacental, and macular.)

ETOLOGY

Rubella is caused by rubella virus (Rubula virus spread by airborne direct contact with nasopharyngeal secretions. This disease is communicable from one week before the rash appears to five days after the rash disappears. Rubella is most common in children but may also affect adults not infected during childhood. (Define the following terms: airborne, direct contact, and nasopharyngeal.)

INCIDENCE

Rubella occurs most often in the spring. However, major epidemics occur in six-to-eight-year-olds. (Investigate recent epidemics vs. theme of the vaccine.)

PATHOPHYSIOLOGY

The virus invades the nasopharynx and travels to the lymph glands, causing lymphadenopathy. Then in five to seven days, it enters the bloodstream stimulating an immune response causing the skin rash. This rash lasts about three to four days. (Define lymphadenopathy.)

CLINICAL SYMPTOMS

The first clinical symptoms of rubella include swollen glands, fever, sore throat, cough, and fatigue. The exanthemtic rash generally starts in one to five days after the prodrome. The rash begins on the face and the trunk and spreads to the upper and lower extremities. Symptoms of headache and mild conjunctivitis may occur after the rash. (Define conjunctivitis, pruritic, and swollen glands.)

ADDITIONAL ASSIGNMENT:

Investigate what complications may occur to a fetus and a child with rubella, describing each complication plus its incidence.

Investigate what complications may occur in adults with rubella, describing each complication plus its incidence.

Investigate diagnostic testing can be done for the occurrence of rubella.

Investigate treatment options.
Project 3.5
Taking Messages
There should be a message for Dr. Larsen, dated October 13, 9:30 a.m., from Andrew Kramer stating that his 8-year-old son Jeffrey has a sore throat and earache for 2 days. No fever, no meds, no allergies. Needs OTC med until appointment. 312-555-1913.

Project 3.6
Scheduling Decision Making
5. B 11. A 17. A
Project 3.7
Setting up Dr. Larsen’s Practice
The following appointments should have been set up.
10/16 4-6 p.m. University Accreditation Meeting, Whitman Hall, Rosewood Room
10/23 5-6 p.m. Dinner Meeting, University Hospital Dining Room, Wanda Norberg, MD
10/28 7-8 p.m. Lecture on residence requirements, Dr. Margo Matthews, University Hospital, Whitman Hall, Room 203

Project 3.8
Scheduling Appointments
The following appointments should have been set up.
10/14 10:30 a.m. David Kramer, NP (new patient), kindergarten physical, 15 minutes, 312-555-8153, mother Erin Mitchell.
10/14 10:45 a.m. Erin Mitchell, NP, backache, 312-555-8153.
10/14 11:00 a.m. Gary Robertson, EP, urinary problems, 312-555-9565
10/14 11:15 a.m. Laura Lund, EP, cramps, 312-555-4106
10/14 11:45 a.m. Charles Jonathan III, EP, knee pain 312-555-3097
10/15 10:30 a.m. Ardis Matthes, EP, nausea, 312-555-3178
10/20 10:30 a.m. Thomas Baab, EP, CPE, 312-555-3478 (appointment should be 10:30-11:30 a.m.)
10/20 11:45 a.m. Doris Casagranda, EP, rash, 312-555-1200
10/21 11:00 a.m. Sara Babcock, EP, CPE, 312-555-5441 (appointment should be 11:00 a.m. – 12:00 p.m.)
10/22 11:15 a.m. Ana Mendez, EP, neck pain, 312-555-3606

Project 3.9
Rescheduling Appointments
10/14 11:45 a.m. Charles Jonathan III cancels
10/15 11:00 a.m. Thomas Babb, EP, CPE, 312-555-3478 (appointment should be 11:00 a.m. – 12:00 p.m.)
10/20 10:30 a.m. Cancel Thomas Baab appointment
10/21 10:45 a.m. Charles Jonathan III, EP, knee pain, 312-555-3097

Project 3.10
Out-Of-Office Scheduling
2. C 7. D
3. D 8. A
5. A 10. A
ANSWERS TO USING TERMINOLOGY
1. J  6. H
2. G  7. A
3. D  8. B
5. C  10. I

ANSWERS TO CHECK YOUR UNDERSTANDING
1. D  5. A
2. A  6. D
3. C  7. D
4. B

ANSWERS TO THINKING IT THROUGH
1. Student’s answers will vary related to qualities and skills are needed by the assistant who is responsible for the front desk

2. You would probably be able to reply that your skills are “above average,” excellent”, or “outstanding.” The importance of written communication skills is primarily that the assistant’s written communication will represent the doctor and the practice. People will judge the quality and professionalism of patient care, in part, by the quality of the written communication that they receive.

3. Mrs. Court should receive a letter rather than a phone call so that the practice can begin to document the pattern of missed and cancelled appointments. Should the doctor ever wish to ask the patient to seek the services of another physician, written evidence of the patient’s behavior will help document the situation and will protect the doctor.

4. Example of body of an appropriate letter:

Dear Mrs. Court:

We missed you last Thursday, July 17, for your 2 p.m. appointment with Dr. Monroe. Because it has been several months since you were last able to keep your appointments, it is important that you reschedule your next appointment as soon as possible. This will avoid further disruption in the care we provide you.
Please call me as soon as possible so that we can schedule a convenient time and date for a new appointment. (LO 3.3)

5. A response to the e-mail should be as brief and as helpful as possible. Here is one acceptable response:

These are the rules for the preparation of final manuscript, briefly:

Center the title in all capital letters on the title page, two inches from the top of the page. On the line beneath the title, place author’s name, degree, title, affiliation. Text begins three lines below this information. Double space the text. Keep margins of one inch on all sides. Each page of the text should have the same number of lines.

6. Four important procedures involved in processing the mail are:
Check the contents of each envelope carefully. Stamp the date of receipt on each piece of mail. Attach enclosures to each piece of mail. Set aside checks received from patients so that they can be recorded.

7. You can contact the various shippers by phone or by the Internet – describe the weight, destination, and overnight requirement.

8. Because you typed the referral on your computer, it is very easy to e-mail a copy of it to Dr. Janis’s office. You would send an e-mail to Dr. Janis’s office and attach the letter to the e-mail as a separate file.

9. The administrative medical assistant needs to reassure the patient that the doctor is available to help her today even though the schedule is full. If the situation seems to be an emergency, the assistant should ask the patient to come in as soon as possible and tell the patient that the doctor will be informed. The assistant should explain, “The schedule is full today, but given your situation, I am sure the doctor will see you as soon as she can after you arrive.”

Lesson 4
Project 4.2
Computer Technology

1. T
2. F Only one user Many users at a time can access a file on a network.
3. F A mainframe computer is not necessary to operate any doctor’s office
4. T
5. F RAM is temporary; everything in Ram disappears when the computer is shut down.
6. T
7. F An electronic medical record must be can be backed up with a paper medical record.
8. F E-mail systems do not allow you to print the message.
9. T
10. F The cost of filing an electronic insurance claim is higher/lower than that of filing a paper copy.
11. T
12. T
13. F A firewall/encryption turns data into unrecognizable information during transmission.
14. F Wireless communication transmits data through the telephone wires/using radio waves.
15. T
16. F Virus checkers do not need to be updated.
17. T
18. F Everyone/generally the chief compliance officer or the practice manager in the medical office will be performing audit trails on computer usage.
19. T
20. F An office does not need a signed release-of-information form for use with electronic medical records.

**Project 4.4**

**Chart Entries**

There should be chart entries created for both Sara Babcock and Jeffrey Kramer. Dr. Larsen instructs you to make the following chart notations for her signature. Both should be dated October 13.

Center the words CHART NOTE on the first line, triple space, then key in the information about the patient: patients’ last name, followed by the first initial name. Provide the patient’s ID number and date of the chart note. Patient numbers are the first four letters of the patient’s last name, first two initials of the patient’s first name and 01. See the below example of a Chart Note. Place the chart note either in the patient’s hardcopy chart or electronically in a folder created for the patient

**CHART NOTE**

Babcock, Sara
DOB: 12/20/1986

10/13/20—
Patient called for refill for Ortho Tri-Cyclen. She has a physical scheduled for October 21, and we will deal with the prescription renewal at that time.

Karen Larsen, MD/Is
Kramer, Jeffrey  
DOB: 04/22/1999

10/13/20--
Jeffrey’s father called for OTC help for sore throat and earache. I advised father to make an appointment as soon as possible. Patient to gargle with warm salt water q. 3-4h and be given Children’s Tylenol for pain relief p.r.n.

Karen Larsen, MD/ls

Project 4.6  
Lab Message Entries
There should be lab message entries created for both Gary Robertson and Erin Mitchell per Dr. Larsen’s instructions.

Robertson, Gary  
DOB: 10/31/1965

10/16/20--
Urine culture results from October 14 show Enterobacter greater than 100,000 colonies, sensitive to sulfa. Left message for patient with results. Patient to continue Septra and follow up in two weeks, sooner p.r.n.

Karen Larsen, MD/ls

NOTE: Erin Mitchell has not been seen as a patient. She was sent for lab work prior to her appointment. Consequently, no date of birth is available.

Mitchell, Erin  
DOB: 

10/16/20--
Urine culture results from October 14 revealed bacterial count greater than 100,000/mL. Talked with patient today. Patient to continue ciprofloxacin as directed. RTC if symptoms do not clear.

Karen Larsen, MD/ls
Project 4.8
Cross-Referencing
Randolph Car Service (formerly Carl’s Car Service)-cross reference should be made for Carl’s Car Service See Randolph Car Service

James Henry University -cross reference should be made for Henry James University See James Henry University

File folders bought from Oliver Systems and Viking Office Supplies -cross reference should be made for Viking Office Supplies See Also Oliver Systems

Project 4.10
Using Subject Filing
A copy of an article that Dr. Larsen had published in the Journal of the American Medical Association (JAMA). -Student should choose the subject of Society Information, American Medical Association

A new contract for employees’ health insurance. Student should choose the subject of Personnel, Benefits and Policies

A bulletin about next month’s continuing education seminar for the nursing staff. Students should choose the topic of Education, Employee

The minutes from the hospital staff’s last meeting. Students should choose the subject of Hospital, Staff Meeting

A December itinerary for a symposium related to family practice. Student should choose Education, Doctor’s Continuing

Project 4.11
Knowledge of EHR Answers

1. F The use of Electronic Health Records has been an unnatural natural outgrowth of the wide spread clinical use of computers.
2. T
3. T
4. F Policies and procedures for updating personnel and evidence of the training should be placed in the compliance manual.
5. T
6. F Until electronic health records are fully implemented into healthcare systems, scanners will be needed.
7. F After all office medical documents have been scanned into the system, hard copy lab reports, consultation letters, etc. will automatically may still be received and will need to be scanned into the patient’s electronic record.
8. T
9. F Errors will occur in both the EMR, and the paper-based record only in the paper-based record.
10. F There is no need for proofreading electronic medical data. After patient encounters, the new electronic medical documents should be reviewed and proof-read for errors.
11. T
12. F An electronic signature or initials are not needed should be applied when correcting erroneous information in the EHR.
13. F Completely removing electronic data could give the appearance of fraud, and is not permissible in many programs.
14. T
15. F Initial costs and contract fees can be too costly for healthcare providers.

ANSWERS TO USING TERMINOLOGY
1. D 6. F
2. G 7. C
3. I 8. H
4. J 9. A
5. B 10. E

ANSWERS TO CHECK YOUR UNDERSTANDING
1. B 5. C
2. C 6. A
3. D 7. B
4. D 8. D

Key for Simulation 1

Day 1—October 14

ITEMS
TELEPHONE LOG:
Professional Answering Service
Jane Kramer—son Jeffrey earache—312-555-1913
Joseph Castro—FB in eye—312-555-1020

Other:
Wanda Norberg, MD—message, 312-555-4525
Monica Armstrong—appointment, 312-555-4413
Gene Sinclair—appointment, 312-555-4381
Jason Berger, MD—message, 312-555-9192

MESSAGES:
Wanda Norberg, MD
Jason Berger, MD

APPOINTMENTS:
Joseph Castro—10/14 11:45, FB—eye
Jeffrey Kramer—10/14 11:30, earache
Monica Armstrong—10/20 11:30, menopause
Donald Mitchell—NP 10/22 11:30, 6-mo. check
Gary Robertson—10/29 11:45, follow-up
Jeffrey Kramer—10/27 10:30, recheck ears
Gene Sinclair—10/22 10:30, nose sore

**APPOINTMENT CARDS:**
Donald Mitchell 10/22 11:30
Gary Robertson 10/29 11:45
Jeffrey Kramer 10/27 10:30

**LETTERS:**
Grace Tai, MD—cover letter with records release for David Kramer

**CHARTS:**
David Kramer—new patient
Erin Mitchell—new patient
Gary Robertson—phone change to 312-555-3360

**MISCELLANEOUS:**
David Kramer—patient information form
David Kramer—records release
Erin Mitchell—patient information form
Gary Robertson—update patient information form
Update Outside Services for Dr. Berger and Dr. Tai

**Day 2—October 15**

**ITEMS**

**TELEPHONE LOG:**
Professional Answering Service
Todd Grant—chest pain—312-555-9825
Tam Phan’s son—cough—312-555-3344

**Other:**
Theresa Dayton—appointment, 312-555-2231
Paul Burton—appointment for son Randy, 312-555-7292
Juanita Yates—lecture information, 312-555-2950

**MESSAGES:**
Juanita Yates—lecture information

**APPOINTMENTS:**
Todd Grant—10/15 10:00 chest pain
Marc Phan—10/15 10:45 cough
Theresa Dayton—10/22 11:45 lump in breast
Randy Burton—10/27 11:45 2-year checkup
Dr. Larsen’s lectures—10/29 & 11/5, 3-5 p.m.
Marc Phan—10/27 10:45 follow-up

**APPOINTMENT CARDS:**
Marc Phan 10/27 10:45

**CHARTS:**
Ardis Matthews—phone change to 312-555-3321

**MISCELLANEOUS:**
Ardis Matthews—update patient information form
Thomas Baab—information on back of appointment card
Lesson 5
Project 9.1
Preparing Interview Questions
Answers will vary, but will include a list of questions to ask an administrative medical assistant. The list should be divided into questions about tasks, skills and personal attributes.

Project 9.3
Preparing a Cover/Application Letter
Answers will vary but will include a cover/application letter in reference to the job posting provided.

Project 9.4
Preparing a Resume
Answers will vary, but will include a resume tailored for the job posting provided.

Project 9.6
Composing a Follow-up Letter
Answers will vary, but will include a follow up thank you letter addressed to Dr. Karen Larsen.
ANSWERS TO USING TERMINOLOGY
1. B 4. E
2. A 5. F
3. D 6. C

ANSWERS TO CHECK YOUR UNDERSTANDING
1. D 6. D
2. B 7. C
3. C 8. B
4. A 9. D
5. B 10. C

ANSWERS TO THINKING IT THROUGH
1. If Donna is asked about her current transportation situation during her interview she should answer honestly. Many people depend on public transportation or assistance from others. If Donna’s transportation issues caused her to be repeatedly tardy to her last job, she should not mention it unless she is asked, and then she should answer honestly. Donna should already have a “plan B” when it comes to transportation prior to applying for new positions.

2. Nathan was most likely not offered the position because he was not prepared for his interview. It is extremely important to learn as much as you can about a potential employer before attending a job interview to appear to be interested in the position being offered, and to be well prepared.

3. Good eye contact is important when meeting and speaking with potential employers because it shows interest in the position being offered and in what is being discussed. This also is an important soft-skill to possess.

4. Answers will vary.

5. Being late for an interview is one of the most serious mistakes a job applicant can make, because it indicates that there may be a problem with promptness and dependability. If an individual is late for an interview, they may likely be late to their job.