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QUESTION 1

What does OSHA stand for?

- A. Office of safe health administration
- B. Orders for safety, health and accidents
- C. Overseer of safe health activities
- D. Occupational safety and health act

Correct Answer: D

The OSHA is the Occupational Safety and Health Act.

It contains provisions for the safe operation of workplaces, and has specific sections dealing with healthcare workplaces.

All workers in a medical office should be aware of the provisions of the act that apply to their duties.

QUESTION 2

Which of the following abbreviations refer to intracranial pressure that might be seen documented in a patient's chart?

- A. FACE
- B. FMLA
- C. CVP
- D. ICP

Correct Answer: D

QUESTION 3

Which of these is an external barrier to good communication?

- A. Hunger
- B. Pain
- C. Fear
- D. Noise

Correct Answer: D

The environment in which a discussion occurs can have a significant impact on its success.



In a noisy environment misunderstandings can easily occur, especially if the patient is hard of hearing.

If you see that a patient is struggling to understand, consider taking them to a quieter environment.

QUESTION 4

A client would not be billed in the following situations _____.

- A. Where Workers Compensation covers the injury and care
- B. Where the patient has Blue Cross
- C. Where the patient has no insurance
- D. Where there's an indemnity insurance plan

Correct Answer: A

QUESTION 5

When washing your hands between procedures or duties, if using soap and water you should take at least _____.

- A. 60 seconds
- B. 30 seconds
- C. 40 seconds
- D. 15 seconds

Correct Answer: A

In order to ensure your hands are thoroughly clean you should wash them for at least a minute when using soap and water.

All parts of the hand should be thoroughly cleaned and rinsed in cold water, dried with a single use towel and you should not touch the faucet with your clean hands when finished.

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