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**QUESTION 1**

Which of these is not a type of patient record?

- A. Active
- B. Suspended
- C. Inactive
- D. Closed

Correct Answer: B

It's important that patient medical records should be properly designated regarding their current status and that this data should be changed as often as necessary. The three categories are active (currently undergoing treatment), inactive (not currently undergoing treatment but may return to treatment in future) or closed (patient has been discharged and is not expected to return).

QUESTION 2

At the beginning of each working day, you should check appointments _____.

- A. Against patient records
- B. Against billing schedules
- C. With each team member
- D. With the head of the practice

Correct Answer: C

However good an office's systems may be, it is good practice to check appointments with each team member every day.

This ensures that all staff are well prepared and should eliminate double bookings, cancelled appointments etc.

QUESTION 3

If a patient makes his/her condition worse by ignoring medical advice, that may be considered _____.

- A. Patient negligence
- B. Contributory negligence
- C. Patient malpractice



D. Secondary malpractice

Correct Answer: B

When a patient ignores medical advice, for example does not take prescribed drugs, and so makes his/her condition worse, that may be considered contributory negligence. This means some responsibility for the deterioration lies with the patient, and may count in favor of a medical practitioner in a lawsuit.

QUESTION 4

If a clinic charges a patient's insurance for treatments that were not done, it would be considered _____.

- A. Malpractice
- B. Fraud
- C. Assault
- D. Embezzlement

Correct Answer: B

QUESTION 5

What is a "tickler" system used for?

- A. To interrogate the patient database
- B. To alert staff to database errors
- C. To organize patient billing
- D. To remind patients of appointments

Correct Answer: D

"Tickler" systems send out automatic appointment reminders to patients, either through automatically issued letters, emails, SMS or automated telephone calls. There will be a default setting for when and how often these will be sent out, but you should be aware of any patients who for some reason may need more frequent or more personal reminders.

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