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**QUESTION 1**

A normal backup is run every Sunday morning, with differential backups being performed on all other mornings. The machine crashes on a Wednesday night.

Which of the following number of restores would the technician need to perform to recover all files?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

QUESTION 2

Which of the following commands would be BEST to diagnose the resolution of a host's name, given an IP address?

- A. NSLOOKUP
- B. NBTSTAT
- C. PING
- D. IPCONFIG

Correct Answer: A

QUESTION 3

Which of the following is an example of a machine that sends data to PACS?

- A. Stress test
- B. MRI
- C. EKG
- D. Glucose

Correct Answer: B

QUESTION 4



Which of the following defines Meaningful Use?

- A. NIST
- B. HITECH Act
- C. HIPAA
- D. PPACA

Correct Answer: B

QUESTION 5

Which of the following has been implemented when IP addresses are permanently linked to network devices?

- A. Dynamic addressing
- B. SSID naming
- C. Port forwarding
- D. Static addressing

Correct Answer: D

QUESTION 6

Which of the following is MOST important for an office technician to maintain in a fully cloud based EMR/EHR environment?

- A. EMR/EHR system backups
- B. The applications and updates of all office systems
- C. EMR/EHR servers
- D. Internet connectivity

Correct Answer: D

QUESTION 7

An HL7 data interchange between healthcare systems consists of a combination of two message types. Which of the following message types are correct?

- A. XML and EDI
- B. GIF and TXT
- C. PDF and TXT



D. HTML and UML

Correct Answer: A

QUESTION 8

The physician cannot save any new files to the EHR/EMR system. Which of the following is MOST likely the cause?

- A. HL7 protocol error.
- B. Data storage has reached capacity.
- C. The clearinghouse is rejecting the data.
- D. Loss of Internet connectivity.

Correct Answer: B

QUESTION 9

Which of the following are forms of biometric authentication? (Select THREE).

- A. Passcode
- B. Voice recognition
- C. Smart card
- D. Secure ID token
- E. Barcode scanner
- F. Optical recognition
- G. Fingerprint reader

Correct Answer: BFG

QUESTION 10

A physician has notified the technician of a lab record that was improperly routed to a patient file.

Which of the following should the technician do FIRST to resolve the issue?

- A. Request the record be resubmitted from the lab.
- B. Notify the proper vendor/internal administrative team.
- C. Search the Internet for an application patch.



D. Change the record to reflect the proper information.

Correct Answer: B

QUESTION 11

Which of the following is the BEST file type to create in order to perform full text searches on a scanned archive?

- A. GIF
- B. JPG
- C. PDF
- D. TIFF

Correct Answer: C

QUESTION 12

Which of the following should be installed when a vendor releases an update for a specific critical issue?

- A. Hot fix
- B. Roll-up
- C. Upgrade
- D. Patch

Correct Answer: A

QUESTION 13

Which of the following are HIPAA approved methods of communicating PHI? (Select TWO).

- A. Smartphone alerts to patients
- B. Sending reports to a verified address
- C. Ribbon based fax machines
- D. Encrypted emails
- E. Patient voicemails

Correct Answer: BD



QUESTION 14

A vendor sees a password posted on a note while troubleshooting an issue on a wireless card.

Which of the following is required to be in compliance with HIPAA?

- A. Report this violation to the CDC.
- B. Remove and shred the password.
- C. Write down the password and remember it for future use to access the system.
- D. Contact the manager of the unit and give the note to them.

Correct Answer: D

QUESTION 15

Which of the following methods is acceptable for transmitting PHI?

- A. Instant message
- B. FTP
- C. Voice over IP
- D. Encrypted email

Correct Answer: D

QUESTION 16

Which of the following allows sharing of PHI with a third party?

- A. Permission Release
- B. Invoice Request
- C. Release of Information
- D. Data Request

Correct Answer: C

QUESTION 17

Which of the following is an example of basic clinical workflow?

- A. Examination, Referral, Consultation



- B. Referral, Examination, Consultation
- C. Registration, Consultation, Examination
- D. Diagnosis, Consultation, Examination

Correct Answer: C

QUESTION 18

When certain types of forms are scanned, the technician notices that anything typed or written in the color red is not appearing on the image. This is an example of which of the following?

- A. De-skewing
- B. Redaction
- C. Dithering
- D. Color dropout

Correct Answer: D

QUESTION 19

The hosts on the network were recently subject to routine maintenance procedures. After these procedures, all of the users are unable to access the cloud based EHR/EMR system.

Which of the following is the MOST likely cause of this scenario?

- A. Group policies were refreshed.
- B. Unsupported browser patch was installed.
- C. Server services on the domain controller were refreshed.
- D. Drives were defragmented.

Correct Answer: B

QUESTION 20

Hospitals and Private Practices have which of the following in common?

- A. Only use third party providers
- B. Only use CMS providers
- C. Same percentages of compliance requirements



D. Clinicians require board certification

Correct Answer: D

QUESTION 21

Which of the following is the BEST way for a technician to secure a laptop on a doctor's desk in an office?

- A. Lock the laptop using a cable lock.
- B. Place the laptop in a locked office.
- C. Ask another technician to watch the laptop.
- D. Place the laptop in a locked cabinet.

Correct Answer: A

QUESTION 22

Which of the following is an important limiting factor for a FTP server?

- A. Maximum open client connections
- B. L2TP encryption limits
- C. Graphical processing power
- D. Port 80 traffic filtering

Correct Answer: A

QUESTION 23

A technician is working on an issue at a hospital check-in station. The technician needs to explain what went wrong to the user with patients in the waiting area. How should this be handled?

- A. Show the user what went wrong by pulling up another health record of a person that is not in the room.
- B. Show the user what went wrong after business hours are over.
- C. Show the user what went wrong by mapping out everything on a piece of paper.
- D. Show the user what went wrong on the screen in generic terms.

Correct Answer: D

**QUESTION 24**

Which of the following HL7 message types are required to communicate results data between the LIS and EMR/EHR systems?

- A. OBX
- B. ORU
- C. A01
- D. IN1

Correct Answer: B

QUESTION 25

A user states an outpatient record never transferred from the EHR/EMR system to the user's third party system. All other records seem to be transferring normally.

Which of the following is MOST likely the cause?

- A. The notes segment is empty or null.
- B. The thread between the systems is offline.
- C. There is an error on the third party system.
- D. The patient demographic segment is mislabeled.

Correct Answer: D

QUESTION 26

Which of the following is the MOST important factor when installing a new workstation?

- A. Power
- B. Phone
- C. Internet
- D. Network

Correct Answer: A

QUESTION 27

A Windows operating system needs to be 64-bit in order to support a piece of software.



Which of the following should the technician perform to make this change and keep the current data?

- A. Upgrade the 32-bit OS to the 64-bit OS
- B. Install on a new machine and migrate the current data over
- C. Run scripts to convert the OS to 64-bit from 32-bit
- D. Install hypervisor on the current machine to host the 64-bit machine

Correct Answer: B

QUESTION 28

A manager requires the ability to view and edit documents on a share, but should not be allowed to create new documents or delete others.

Which of the following permissions should the manager be given?

- A. Modify
- B. Read
- C. Full Access
- D. Write

Correct Answer: A

QUESTION 29

A physician's office is trying to sign in to the EMR/EHR application remotely, and when the physician clicks on the application icon it does not respond.

Which of the following is the MOST likely problem?

- A. Remote access plug-in is not installed
- B. The physician lacks the proper credentials
- C. The machine requires a reboot
- D. The mouse needs to be replaced

Correct Answer: A



QUESTION 30

When a medical office would like to exchange critical information such as a credit card number, which of the following protocols can establish secure communication?

- A. HTTP
- B. SFTP
- C. Telnet
- D. HTTPS

Correct Answer: D

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