

## Answer Key

### Self-Evaluation Exam 2: Moini *Medical Assisting Review 4e*

1. (D) In this example, twenty-eight capsules of a 250-mg dose of erythromycin should be dispensed to the patient. The formula is the following:  $28 \times 250 \text{ mg} = 7,000 \text{ mg}$ , which is the same total amount as the original prescription (500 mg twice a day for seven days:  $500 \times 2 \times 7 = 7,000 \text{ mg}$  total).
2. (C) Registered Mail is the most secure service offered by the post office. Registered Mail provides insurance coverage for valuable items and is controlled from the point of mailing to the point of delivery. This service should be reserved for mailing items of tangible value, such as gifts or items that cannot be replaced in case of loss or damage. First Class Mail and Priority Mail can be registered.
3. (C) Denial is an unconscious defense mechanism in which a person avoids emotional conflict and anxiety by refusing to acknowledge thoughts, feelings, desires, or facts that are consciously unacceptable.
4. (C) A speculum is used to examine the vagina. This instrument is a retractor used to separate the vaginal walls to allow for examination of internal structures.
5. (E) Induration, which is the hardening of the skin caused by inflammation (a reaction to the tuberculin protein derivative), indicates a positive result of a tuberculin test.
6. (E) The soleus muscle is located in the leg.
7. (E) Night blindness is caused by a deficiency in vitamin A. Vitamin B<sub>1</sub> deficiency may lead to Wernicke-Korsakoff syndrome. Hemorrhage can be a symptom of vitamin K deficiency. Pernicious anemia may be caused by vitamin B<sub>12</sub> deficiency.
8. (C) Afferent neurons conduct nerve impulses toward the spinal cord and brain.
9. (B) When using a modified-block letter style, begin all lines at the left margin, with the exception of the date line, complimentary closure, and keyed signature, which usually begin at the center position.
10. (C) Under the old classification system, Third Class Mail included books and catalogues of twenty-four or fewer bound pages, manuscript copies, identification cards, circulars, and other printed materials, as well as all other matter weighing less than 16 ounces that was not sent First or Second Class.
11. (E) Calls that require the attention of the physician include emergency calls, calls from other doctors and physicians, calls from patients who want to discuss test results (particularly abnormal results), calls from patients who want to discuss symptoms with the physician, reports from patients concerning unsatisfactory progress, requests for prescription renewals when they have not been previously authorized by the physician, and personal calls. In general, all emergencies should be routed to the physician immediately. Calls from other physicians should also be routed to the doctor immediately if possible.

12. (B) Blood stasis is lack of circulation due to a stoppage of blood flow.
13. (B) When testing for pregnancy, human chorionic gonadotropin may appear in the urine. This hormone is secreted by placental trophoblastic cells and indicates pregnancy.
14. (A) The girl's legal guardian, her mother, must give written consent before the girl's medical records are released.
15. (C) The patient cannot be charged the difference between the allowed charge and the physician's usual fees. So the \$12 difference will be a write-off for the practice. However, the patient is responsible for the deductible and the copayment. The allowed charge is \$78 and the carrier will pay \$38 of that. The difference is \$40, which is the total of the copayment and the deductible.
16. (A) The use of the Z-track method of an IM injection prevents the deposited iron from seeping back into the skin layers.
17. (D) The explanation of benefits is a document that the medical practice receives from the insurance carrier, and it shows how the amount of the benefit was determined. The insurance carrier keeps a running account of the deductible, and this deductible will be listed on the explanation of benefits. Until the deductible has been met, the physician may bill the patient for the amount listed as the deductible on the explanation of benefits.
18. (D) Accepting a predated check is not a risk unless the check is predated more than six months.
19. (C) Dislocation is the displacement of bones at a joint.
20. (B) The easiest way to determine what the petty cash vouchers should total on January 18 is to subtract the \$85 balance from the balance on January 1, which was \$150; the difference between these two is \$65. Therefore, the vouchers should show that \$65 was taken out of petty cash.
21. (D) An encounter form is referred to as a fee schedule. Claims that are filed for a prepaid service are called encounter claims.
22. (E) The patient has the right to all of the choices listed in this question. For all patient rights, review Table 8-3 in Chapter 8, "Medical Law and Ethics."
23. (E) Fasting specimens are preferred for a triglycerides test. This test detects the levels of fats within the bloodstream.
24. (E) The most common types of envelopes used in the medical office are the Number 63/4 and Number 10.
25. (B) Physicians are considered the owners of the medical records they have written.
26. (A) When a word ends in *-us*, you can usually (but not always) form the plural by dropping the *-us* and adding *-i*.

27. (B) The destruction of pathogens by physical or chemical means is called disinfection. This process causes pathogens to become inactive.
28. (C) Travelers' checks are available in foreign currencies. Travelers' checks are designed for people who are traveling where personal checks may not be accepted and for people who don't want to carry large amounts of cash.
29. (E) When you talk to patients who have a visual impairment, you should use larger print materials, make sure that there is adequate lighting in the room, and, as always, speak directly and honestly.
30. (E) The collection ratio measures the effectiveness of the billing system.
31. (C) A spreadsheet is a computer program that simulates a business or scientific worksheet and performs the necessary calculations when data is changed. It is used most often in accounting procedures.
32. (B) Serological tests are performed on samples that do not contain additives, the color code for which is red.
33. (A) Remission is the partial or complete disappearance of the clinical and subjective characteristics of a chronic or malignant disease. Prognosis is a prediction of the probable outcome of a disease. Prophylaxis is prevention or protection against disease. Malaise is a vague, uneasy feeling of body weakness, distress, or discomfort, often marking the onset of and persisting throughout a disease. Atresia is the absence or closure of a normal body opening, duct, or canal such as the external ear canal or anus.
34. (C) Mood disorders involve all aspects of a person's behavior or perception of external events. Major depression and bipolar disorders are examples of mood disorders.
35. (E) SOAP provides a series of steps for dealing with a medical case: the patient's symptoms (subjective data), the diagnosis (objective data), assessment, and plan of action.
36. (B) HCG levels will be lower in an ectopic pregnancy.
37. (C) A corporation is a body formed by a group of people who are authorized by law to act as a single person.
38. (B) Minutes are the official record of the proceedings of a meeting. An agenda is the order of business for a meeting. When keeping minutes, you should note the date, location, time, and purpose of the meeting, the presiding officer, names of people in attendance, the agenda, motions made, and summaries of discussions.
39. (C) *Puritus* should be spelled *pruritus*, which means "severe itching."
40. (B) According to the *ICD-9-CM*, V codes are used to classify factors that influence the patient's health status and contact with health services. These codes are updated frequently and become more specific to new diseases every year.

41. (B) The term *enunciation* means “to speak clearly and to articulate carefully.”
42. (E) The liver and gallbladder are located in the right upper quadrant of the abdomen.
43. (A) Invasion of privacy is the intrusion into a person’s seclusion or private affairs. The unauthorized disclosure of medical records or financial or personal information of the patient is considered an invasion of privacy. For example, if you tell a patient’s employer without the patient’s written consent that the patient has AIDS, you are violating the patient’s right to privacy.
44. (C) The thigh bone, which extends from the pelvis to the knee, is called the femur.
45. (B) By restating or repeating what you believe is the main thought or idea expressed in a conversation, you can make sure that you understand what is being communicated. Allowing patients to reflect will not tell them that you understood what they said; it will, however, allow them to think through and answer their own questions. Being assertive involves standing up for yourself while showing respect to others; it has little to do with whether you understood the patient or not. A rapport can develop between you and a patient through good communication skills, but rapport itself does not mean that you specifically understood what the patient has communicated to you. Crossing your arms over your chest or shaking your head is displaying negative body language, which conveys anger, disagreement, or lack of caring.
46. (C) There are three types of sphygmomanometers: mercury, aneroid, and electronic. The mercury type is the most accurate.
47. (D) Guidelines that dictate the day-to-day workings of an office are policies.
48. (B) Carol Jones can be billed for only 10 percent of the set fee, which is \$140. Therefore, her bill would be for \$14. The physician, by accepting Medicare patients, accepts the Medicare fee schedule, and the medical office may not bill the patient for any difference between usual fees and the Medicare assigned fee.
49. (D) Emergency pharmaceutical supplies should include epinephrine. This drug is used to treat anaphylaxis, acute bronchial spasm, and nasal congestion and to increase the effectiveness of a local anesthetic.
50. (E) When new supplies are received, you should place them in the back of the supply area.
51. (D) *SDx* is a notation that indicates a V code that can only be used as a secondary diagnosis. *S* stands for secondary and *Dx* stands for diagnosis.
52. (B) A dispensing record for Schedule II drugs must be kept on file for two years because of the strong potential for abuse of or addiction to these drugs. Schedule II drugs include morphine, cocaine, pentobarbital, oxycodone, alphaprodine, and methadone.
53. (D) When dealing with children, you should work directly with the child rather than communicating through the parents, take his or her feelings seriously, explain all the procedures in simple terms, let the child examine the instruments, use praise, be truthful, and do not talk down to him or her.

54. (B) Restricted delivery means that the mail is delivered only to a specific addressee or to someone authorized in writing to receive mail for the addressee. Restricted delivery is available only for Registered Mail, Certified Mail, COD mail, and mail insured for more than \$50.

55. (D) Glucose in the urine may represent hyperglycemia. This condition is most frequently associated with diabetes mellitus.

56. (C) The most appropriate initial response to an incoming telephone call is “Dr. Brown’s office, Melinda speaking.”

57. (B) Pathogens are organisms that cause disease.

58. (C) Projection is a defense mechanism that involves the attribution of one’s own difficulties to external causes. Rationalization is the justification of problems or unacceptable behavior by giving acceptable reasons rather than real ones (i.e., by making up plausible excuses). Repression involves pushing unpleasant thoughts or problems into the unconscious to avoid dealing with them. You should be aware of these defense mechanisms and avoid using them, because they do not lead to effective communication.

59. (D) As a medical assistant, you must learn to remain calm when you deal with an angry patient.

60. (A) A return address for the sender should always be placed in the upper lefthand corner.

61. (D) Patients seen on a first-come, first-served basis are scheduled chronologically. *Chronological* means “in order of date or time.”

62. (C) Progesterone is a natural progestational hormone. It prepares the uterus for pregnancy.

63. (E) As part of a medical team, medical assistants should be ready to compromise, admit it when they are wrong, treat others with respect, listen to everyone equally, avoid putting others on the defensive, refrain from reinforcing or adopting negative attitudes, work to solve problems, learn from others, and remember the common goal of providing excellent healthcare to patients.

64. (A) Modems may be used to transfer information from one computer to another by means of telephone lines and servers.

65. (A) The best time to perform a breast self-examination is immediately after the menstrual period is completed. At this time, the breasts are less tender and less swollen. Early diagnosis greatly improves the cure rate in cancer of the breast.

66. (A) Virtual memory is the slowest type of memory that uses the hard disk to store programs and data when all the RAM has been used.

67. (E) A contract may be prematurely terminated as a result of failing to pay for services, missing appointments, failing to follow the physician’s instructions, or obtaining the services of another physician.

68. (E) In general, mail processing involves sorting, opening, recording, annotating, and

distributing. Some physicians prefer to open letters from attorneys or accountants themselves. Mail such as routine office expense bills, insurance forms, and checks for deposit may not need to be opened by the physician. In general, when you transmit letters to the physician, place the most important letters on top and the least important on the bottom. Usually something marked Special Delivery is considered important mail. After opening the mail, medical assistants usually need to date-stamp the letters, check for enclosures, and, in some cases, annotate the letter. You should not open mail marked Personal or Confidential unless you have the addressee's explicit permission.

69. (A) Forwarding is offered free of charge to Priority, First Class, and Standard Mail (A). Standard Mail (B) is forwarded locally at no charge, but if it is going out of town, extra postage will be due. First Class and Priority mail are returned at no charge; Standard Mail (A) is returned for a charge based on weight; and Standard Mail (B) return is charged at the appropriate single-piece rate. Return service is free for First Class and Priority Mail, but Standard Mail (A) is charged First Class or Priority Mail rates for the return. Certificates of mailing are not free. They can be purchased at the time of mailing.

70. (E) Alpha-fetoprotein testing from amniotic fluid is used for early diagnosis of fetal neural tube defects and anencephaly.

71. (A) Memos are usually intended for interoffice correspondence. The purpose is to expedite the communication of a message in a manner that provides a record without becoming cumbersome. They are used to inform personnel about meetings and general changes that affect everyone. You should not use salutations and complimentary closes in memos. In the standard format, a memorandum contains to, from, date, and subject lines before the body of the memo. The body of the memo starts two blank lines after the subject line and has no paragraph indentations.

72. (C) Costectomy is the surgical removal of a rib.

73. (B) *Encephal/o* refers to the brain, as in the word *encephalitis*, meaning "inflammation of the brain." *Cerebr/o* refers to the cerebrum, not to the brain as a whole. *Myel/o* means "spinal cord." *Poli/o* means "gray matter." *Blephar/o* means "eyelid."

74. (C) *Reschedule* is abbreviated as RS.

75. (D) The hypothalamus assists in controlling body temperature, water balance, sleep, appetite, emotions of fear and pleasure, and involuntary functions.

76. (A) Things of a routine business nature such as ordering supplies are often signed by the medical assistant. However, medical reports, letters to insurance companies, consultation or referral letters, and letters that are clinical in nature should be signed by the physician.

77. (C) The inscription lists the names and quantities of the ingredients. The superscription includes the patient's name, address, date, and the symbol *Rx*. The subscription gives directions to the pharmacist. The signature gives instructions to the patient. The drug label is not part of the prescription.

78. (D) The retina is the innermost layer of the eye. It is composed of delicate nervous tissue that

receives images of external objects and transmits visual impulses through the optic nerve to the brain.

79. (B) Elisabeth Kübler-Ross defines five stages or responses of dying patients: denial, anger, bargaining and guilt, depression, and acceptance.

80. (C) Splinter forceps have sharp points that are useful in removing foreign objects.

81. (D) Most medical offices use a postage meter that automatically stamps large mailings. The postage can be printed directly onto an envelope with a meter. The advantages of using a postage meter include saving trips to the post office and saving money by providing exact postage without having to have every denomination of stamp at hand.

82. (B) Steps toward having a positive attitude include using positive statements instead of negative statements, smiling instead of frowning, and saying something pleasant instead of complaining.

83. (B) Vital supplies are absolutely essential to ensure the smooth running of the practice. An example of these supplies is prescription pads.

84. (D) Some physicians prefer to open letters from attorneys or accountants. Mail such as routine office expense bills, insurance forms, and checks for deposit may not need to be opened by the physician. Personal letter or letters marked Confidential also should not be opened unless you have the expressed permission of the addressee. It's always good to check with the physician to find out what mail falls under your responsibility and what mail he or she prefers to open.

85. (B) Sanitization reduces the number of microorganisms, and antisepsis inhibits the growth and multiplication of microorganisms.

86. (B) *Homestasis* should be spelled *homeostasis* .

87. (C) The suffix *-stomy* means "the (surgical) creation of a new opening," *-tomy* means "cutting" or "incision," and *-scopy* means "the process of viewing (something) with a scope." The suffix *-iasis* refers to a condition or the formation of something, such as the formation of stones, *lithiasis*.

88. (C) Instruments are considered sterile for twenty-one to thirty days.

89. (E) Tests to measure cholesterol in the blood are done with serum or plasma.

90. (C) An inquiry about a bill is an administrative call that can be handled by the medical assistant who answers the phone. Other calls that the medical assistant can handle include appointment scheduling, rescheduling, and canceling; insurance questions; X-ray and laboratory reports; routine reports from hospitals regarding a patient's progress; satisfactory progress reports from patients; requests for referrals to other doctors; questions concerning office policies, fees, and hours; complaints about administrative matters; and prescription refills when they have been previously authorized by the physician.

91. (D) Ankylosis is the fixation of a joint, often in an abnormal position, resulting from the destruction of articular cartilage and subchondral bone. It is common in rheumatoid arthritis.

92. (B) Three types of file cabinets are used in the medical office: vertical, lateral, and movable file cabinets.
93. (C) Established diagnoses are coded on insurance claim forms.
94. (B) For a doctor, the title should read as either Dr. Mary Jack or Mary Jack, MD. The form Dr. Mary Jack, MD, is incorrect. It is also preferable to use a professional degree such as MD instead of an academic title such as Dr. The degree designations should be abbreviated.
95. (D) An intramuscular injection of antibiotics is the most appropriate type of injection for streptococcal pharyngitis. Penicillin G benzathine or erythromycin are commonly injected intramuscularly.
96. (B) "Gait" refers to an individual's style of walking.
97. (A) Vectors are carriers of pathogenic organisms. For example, mosquitoes can be vectors for malaria and encephalitis.
98. (E) Bank drafts are checks written by a bank against its funds in another bank.
99. (D) Hemoglobin S is found in sickle cell anemia and also in sickle cell trait.
100. (B) Children two years of age and older should have annual checkups.
101. (D) According to the National Childhood Vaccine Injury Act of 1986, all immunization records must be kept permanently.
102. (E) The address must be typed on the envelope using single spacing and all capital letters with no punctuation. Put the addressee's name on the first line, the department on the second line, and the company name on the third line. If the letter is being sent to someone's attention at the company, put the company name first and ATTENTION: [ NAME] on the second line. The last line in the address must include the city, the two-digit state code, and the zip code.
103. (D) The rectum is examined in the knee-chest (genupectoral) position for males and females.
104. (B) Hidrosis is the production and secretion of sweat. Hydrops is an abnormal accumulation of clear, watery fluid in a body tissue or cavity. Hydrolase is an enzyme. Hydroponia is a lack of water in the body tissues. Hydrolysis is a chemical process of decomposition that involves splitting a bond and adding a hydrogen ion.
105. (B) In phlebotomy, the needle is inserted into the vein at approximately a 15-degree angle.
106. (E) The first step in responding to an emergency is to remain calm. Remaining calm will allow you to be able to competently perform all other emergency procedures.
107. (E) The Resource-Based Relative Value Scale (RBRVS) is a system used by Medicare since 1992 to determine uniform payments for medical services that take geographical differences into account. A relative value unit is determined for each medical service on the basis of the physician's work, which requires time and skill, and the provider's expenses, such as running the



office and having malpractice insurance. The MFS is developed using the RBRVS. The participating physician may bill the patient for coinsurance and deductibles but may not collect excess charges.

108. (B) The microorganism *Escherichia coli*, commonly abbreviated as *E. coli*, is the most common cause of urinary tract infections. It is normally present in the intestines and is a serious gram-negative pathogen. Septicemia (blood poisoning) from this microorganism may rapidly result in shock or death.

109. (B) Variation in the shape of erythrocytes is called poikilocytosis.

110. (D) The DEA requires physicians to renew their registration every three years; to keep records for two years about who was given what drug, what dosage, on what date, and for what reason; to keep inventory; and to log the disposal of drugs with a witness present.

111. (B) The thymus is the primary, central gland of the lymphatic system and the site of maturation for T cells. The T cells of the cell-mediated specific immune response develop in this gland before migrating to the lymph nodes and spleen.

112. (C) Hospice programs were developed to provide care for patients who are terminally ill. Most hospices service all patients, regardless of their ability to pay.

113. (D) An Independent Practice Association is a type of HMO in which a program administrator contracts with a number of physicians who agree to provide treatment to subscribers in their own office for a fixed capitation payment per month.

114. (C) Commensalism is a one-sided relationship in which one member benefits and the other is unaffected. Mutualism is a relationship in which both organisms benefit. Symbiosis is the living together of two species. Opportunism is a relationship in which an organism that was previously harmless becomes pathogenic when the host's defenses are weakened. In parasitism, one organism lives at the expense of another organism.

115. (C) Confidentiality should not be waived in a malpractice suit, for an insurance carrier, or for the patient's spouse. Confidentiality should be waived only when the patient or his or her legal guardian gives written consent, when the medical records are subpoenaed, or when a statute requires a waiver to protect the public.

116. (B) *Lith/o* is a combining form that means "stone," and the suffix *-iasis* means "condition or formation of."

117. (B) The Health Insurance Portability and Accountability Act (HIPAA) gives some federal income tax advantages to individuals who buy certain long-term care insurance policies. As a result of HIPAA, qualifying persons who purchase long-term care policies can deduct the premiums when medical expenses exceed 7.5 percent of their adjusted gross income.

118. (D) A four-point crutch gait is a slow gait used by patients who can bear weight on both legs.

119. (E) The procedure for obtaining specimens from infected wounds is similar to that of a

throat culture.

120. (E) As a medical assistant, you might be required to give patients instructions prior to surgery, a test, or a procedure. It may be easier for patients to visualize the conditions or procedures if you use an anatomical model or a videotape. Other instructional materials include brochures, booklets, fact sheets, educational newsletters, and community directories. Other goals for a medical assistant should be to promote good health behaviors and to teach patients how to prevent common injuries. Encourage patients to eat well, exercise regularly, get adequate rest, limit alcohol consumption, stop smoking, and balance work and leisure to avoid stress.

121. (B) Melena is an abnormal black tarry stool that contains digested blood.

122. (C) Diabetes insipidus is a metabolic disorder caused by injury of the neurohypophyseal system. It is caused by deficient production or secretion of the antidiuretic hormone (ADH) or the inability of the kidney tubules to respond to ADH.

123. (D) The presence of a U wave that appears after the T wave may be due to slow recovery of the Purkinje fibers.

124. (E) *Triage* refers to the screening and sorting of emergency situations.

125. (B) Routine reports from hospitals regarding a patient's progress can be handled by the medical assistant. Only calls regarding a patient's unsatisfactory progress need to be handled by a physician.

126. (B) Business and organizational records are filed based on subject and topic.

127. (A) Bronchiectasis is an abnormal condition of the bronchial tree characterized by irreversible dilation and destruction of the bronchial walls.

128. (E) The abbreviation that indicates each eye is *OU*.

129. (B) Electrocardiography records six limb leads, three of which are standard (bipolar) and three of which are augmented and six chest leads (precordial).

130. (C) The Drug Enforcement Administration is the part of the federal government that enforces regulations that control the import or export of narcotic drugs and certain other substances. It also controls the trafficking of these substances across state lines.

131. (E) *Disphagia* is misspelled. The correct spelling is *dysphagia*, meaning difficulty swallowing.

132. (E) Latex gloves are most commonly used in the medical office.

133. (A) An 80:20 plan means that the insurance carrier will pay for 80 percent of all medical fees, making the subscriber, Mark, responsible for coinsurance, 20 percent of all medical fees. Twenty percent of 200 equals \$40. An easy way to calculate this without a calculator is to first determine 10 percent by moving the decimal point one space to the left (10 percent of \$200 is \$20). Then multiply the 10 percent figure by 2.

134. (E) In the medical assisting profession, appearance is very important. Every medical facility will have its own dress code, but these general rules will apply in most places.

135. (D) Comminuted bone fractures consist of crushed or splintered bones. Comminuted fractures often consist of bones that are broken in several places or shattered into numerous fragments.

136. (A) The normal range of the specific gravity of urine is between 1.010 and 1.030.

137. (C) To prevent cell growth in a malignant tumor, a physician must use antineoplastic agents. These agents control or kill cancer cells and are generally more damaging to dividing cells than to resting cells.

138. (A) Advanced scheduling refers to when appointments are made weeks or months in advance.

139. (D) The coarse adjustment on a compound microscope is used to focus the image when using the high-power objective (45x).

140. (D) In preparation for mammography, patients should avoid caffeine for a week and avoid the use of powder, deodorant, or perfume on the underarm area or breast before the examination.

141. (C) Stool specimens are most appropriate for detecting *Giardia lamblia*. This protozoan causes giardiasis, which results in diarrhea.

142. (C) Trendelenburg's position is the "shock position."

143. (D) When a person feels sad for another person, the emotion is called sympathy.

144. (D) The medical assistant may be responsible for administering the Ishihara color vision acuity test.

145. (E) A special container made of gelatin that is sized for a single dose is called a capsule. Capsules are intended to be swallowed, usually with a glass of water.

146. (D) Digestion is the conversion of food into absorbable substances within the gastrointestinal tract. Digestion occurs through the mechanical and chemical breakdown of food; therefore, the process of digestion begins in the mouth.

147. (A) *Bacteriostatic* means "inhibiting bacterial growth." Bactericidal substances destroy or kill bacteria. *Aseptic* means "free of infective material." *Sterile* means "free of living microorganisms."

148. (D) John was exhibiting gender bias. Gender bias is any type of action or language that unjustly favors one gender over another. Discrimination involves acting unfairly on the basis of bias or prejudice against a certain group or class. For example, if Susan does not get a promotion because John tends to view women unfavorably, then John could be sued for discriminating against her.

149. (A) Privilege is the authority granted to a physician by a hospital to provide patient care in the hospital.

150. (B) When a patient goes to a nonparticipating provider, the patient is responsible for any difference between the allowed charge, the physician's usual fee, and any deductible, copayment, or coinsurance. If the patient had gone to a participating provider, the physician would not be able to bill the patient for any difference between the physician's usual fee and the allowed charge. Any difference would have to become a write-off for the physician.

151. (B) According to the American Medical Association and the American Hospital Association, patient records should be kept for ten years after the patient's final visit.

152. (E) For adequate legal protection, a patient's medical record should include the following items: patient registration form, patient medical history, physical examination results, results of laboratory tests, copies of prescription notes on refill authorizations, diagnosis and treatment plan, patient progress reports, follow-up visits, and telephone calls, informed consent forms, discharge summary, and correspondence with and about the patient.

153. (C) The Patient's Bill of Rights is a document that explains that patients should receive respectful care.

154. (C) Empathy involves experiencing another person's emotional state by viewing the situation through that person's eyes.

155. (E) Geriatrics is the treatment of elderly individuals, not necessarily the treatment of individuals with terminal illnesses. Palliative care is care given to make someone, such as a dying person, more comfortable. Patients should never be abandoned. They should have emotional support, pain control, respect for their autonomy, and effective communication.

156. (A) In the dorsal recumbent position, the patient lies face up with knees flexed and feet flat on the table.

157. (B) Anosmia is the loss or impairment of the sense of smell. Aphonia is a condition characterized by loss of the ability to produce normal speech sounds. Amnesia is a loss of memory caused by brain damage or severe emotional trauma. Anorexia is a lack or loss of appetite. Something lacking new development or pertaining to the failure of a tissue to produce normal cell division is referred to as aplastic.

158. (C) A patient lying on his or her back with the lower legs supported by the extended foot rest is in the supine position. It is also called the dorsal decubitus or dorsal recumbent position.

159. (C) The aspiration of a bursa sac requires surgical asepsis. A bursa sac is a fibrous sac between certain tendons and the bones beneath them; this sac is lined with a membrane that secretes synovial fluid. Surgical asepsis is required because of the possible spread of pathogens via the synovial fluid.

160. (E) The random specimen is the most common method of urine collection.

161. (B) Herpes zoster is an acute viral infection that is also called shingles.

162. (D) Adolescents who are at increased risk for complications caused by influenza or who have contact with persons at increased risk for these complications can receive an annual influenza vaccine (in the period from September through December).
163. (E) The time difference between Miami, Florida and Honolulu, Hawaii is five hours. If the time in Hawaii is 9:00 a.m., it is 2:00 p.m. in Florida.
164. (A) The temporal artery is located in the temple area of the skull. It is seldom used to detect a pulse.
165. (C) On the inside address of a business letter, spell out numerical names of streets but use numerals for the street address except for single numbers one through nine, which should be spelled out. Also spell out the words *Street*, *Drive*, *Boulevard*, *Place*, and so on.
166. (A) The Federal Insurance Contribution Act (FICA) funds Social Security.
167. (C) *Junction* should be abbreviated as JCT.
168. (E) Pneumococcal polysaccharide vaccine may be administered intramuscularly or subcutaneously to children who are at risk for and to adolescents who have chronic illnesses with increased risk for pneumococcal disease.
169. (B) Schedule II drugs have high abuse potential, but have some accepted medical use. Cocaine is such a drug. Prescriptions for Schedule II drugs cannot be refilled without a new prescription from the physician.
170. (D) In proofreading, the direction to “move text to the right” is symbolized by the following character: ].
171. (B) TRICARE was formerly known as CHAMPUS, a healthcare benefit for families of uniformed personnel and retirees from the uniformed services.
172. (A) Nystagmus is the involuntary, rhythmic movement of the eyes. The oscillations may be horizontal, vertical, rotary, or mixed.
173. (D) Treatment is abbreviated as *Tx* or *Tr*. *Rx* is commonly used to mean “prescription”; it is an abbreviation of the Latin verb *recipe*, which means “take.”
174. (B) The signature block contains the sender’s name on the first line and title on the second line. The block should be aligned with the closing and should be typed four lines below it to allow for the signature.
175. (C) You can recall mail by filling out a written application at the post office and by giving it to the post office along with an envelope that is addressed identically to the one you want to recall. A mail carrier is not permitted to simply give mail back to you.
176. (B) The difference between systolic and diastolic blood pressure is called the pulse pressure. The range is normally between 30 mm Hg and 50 mm Hg.

177. (C) Assignment of benefits is the authorization to the insurance company to make payments directly to the physician.

178. (D) Trichomoniasis is a vaginal infection caused by the protozoan *Trichomonas vaginalis*. This infection can be transmitted by genital secretions.

179. (D) A patient who has tuberculosis should use a mask. This condition is generally transmitted by the inhalation or ingestion of infected droplets.

180. (B) The abbreviation *Rx* should appear on a written prescription.