I'm not robot	reCAPTCHA
Continue	

```
Attempt 1 Attempt 2 Attempt 3 10 5 Using the TruCode Encoder Software 1. Zach knows that Sam has forgotten this in the past and is on warning. Because anesthesia was used, can an appropriate anesthesia CPT code be used? 1-31-20XX 10:00 am Patient complained of chest pain for the past 2 months. What are the main points you would want too
stress to this employee? How can the office manager manage this difficult situation? Past history (PH) d. is a process required by some insurance carriers in which the provider obtains authorization to perform certain procedures or services or to refer a patient to a specialist. He was seen on July 23, 20XX by Jean Burke, NP, for treatment of his
depression. She is chewing gum noisily and gives you minimal answers as you obtain her history. While performing venipuncture, Rosa has an accidental needlestick. At the end of the day c. A list of all webpage links on a website. 25 2. Three processes are involved in active listening: restatement, reflection, and clarification. All rights reserved.
Chapter 14 Basics of Health Insurance This page intentionally left blank 15 Medical Billing and Reimbursement VOCABULARY REVIEW Match the vocabulary term to the correct definition. Taylor feels bad for the daughter and answers her questions. Name Date Score PROCEDURE 4-1. Describe three ways to protect the computer and all
peripheral devices from damage. Memory used when the computer boots up 4. Benefits cover the rendered. No. Not Authorized: Modified: Expiration Date: 201 Copyright © 2017 Elsevier, Inc. Select the most appropriate main term to begin the search in the Alphabetic Index. Ledger: Blue Cross Blue Shield ID # KT4496785 Group # 55124T
 Subscriber: Ken Thomas Ken Thomas Ken Thomas 398 Larkin Avenue DOB: 10/25/1961 Anytown, Anystate 12345-1234 Date Service Description Charges 06/03/20XX 94664 50.00 415.00 06/03/20XX 94760 50.00 465.00 Payments Adjustments Balance 255
Copyright © 2017 Elsevier, Inc. Verbal and nonverbal communication should demonstrate patient. Diagnosis ICD-10-CM Code Encounter for routine child health examination with abnormal findings Z00.121 Service CPT Code Fee Est
Practitioners and researchers must always rely on their own experience and knowledge in evaluating and using any information, methods, compounds, or experiments described herein. Total for checks: 2. Explain how the packing slip is used when ordered supplies arrive. Cold, common Colitis/unspec. When a patient account is turned over to a
collection agency, what adjustment is posted to the account? Click on the yellow area and an instructional notes textbox will appear that includes coding guidelines. Is there more than one option? Headache g. How can the medical assistant help prevent delays in reimbursement and denial of payment? First character numeric, then alpha Coding
Exercises Code the following procedures with modifiers if appropriate. 308 Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. EQUIPMENT AND SUPPLIES: • Copy of the Patients' Bill of Rights • Notice of Privacy Practices form Standards: Complete the procedure and all critical steps in three attempts. Rooming the patient is taking
longer than normal. Information pertinent to code selection is culled from a variety of medical documents. Develop a list of the different systems. E. What is her nonverbal behavior telling you, and how can you establish therapeutic communication with this patient? The patient has the right to a fair and objective review of complaints. Dr. Lupez's
 under which documents are filed because she wants to be was irritable bowel syndrome, not colon cancer. Name three items that should be on a continuation page. 10 7. Patient out-of-pocket expense maximum: $2000 1. 26. Endocarditis Esophageal reflux Fatigue (lethargy) FUO Gastritis
Gastroenteritis (colitis) G.I. bleed Gout/unspec. The next patient you are rooming was referred to your clinic from the local free clinic. Dr. Samantha Beddingfield was called to court to discuss her knowledge of pediatric cardiology as a(n). 292 Chapter 19 Medical Practice Marketing and Customer Service Copyright © 2017 Elsevier, Inc. Johnny
Parker was seen by Jean Burke, NP, on June 21, 20XX for a well-child check. She should make a follow-up appointment in 1 year. was passed in 2010 to assist more Americans in obtaining health insurance. Multiple Choice Identify the choice that best completes the statement or answers the question. Part III: Equipment and Supplies 1. Your duties
include training staff, overseeing student externs, and maintaining the MA work schedule. How can she interact with the patient respectfully? A(n) is a type of alternative dispute resolution of a problem. CMS-1500 HEALTH INSURANCE CLAIM FORM To be
used with Procedure 15-3 A MAERB/CAAHEP COMPETENCIES: IX.P.3., VIII.P.4. ABHES COMPETENCIES: 8.c. PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12) This page intentionally left blank Name: Date: WORK PRODUCT 15-5. 8 Telephone Techniques VOCABULARY REVIEW 1. What protocols must she follow to
prevent the spread of nosocomial infections? 291 Copyright © 2017 Elsevier, Inc. What is contributory negligence? CAAHEP COMPETENCIES: 4.a., 9.b. TASK: Observe the patient and respond appropriately to nonverbal communication. Empower e. Are they clearly copies that have been made over and over again?
Treatment notes c. 10 Attempt 1 Attempt 2 Attempt 2 Attempt 3 Catalog method: Find a supply catalog that carries the required supplies. 27 Copyright © 2017 Elsevier, Inc. She tells you her son has an ear infection and she can't afford the antibiotics ordered for him. PREPARE A BANK DEPOSIT CAAHEP COMPETENCIES: VII.P.2. ABHES COMPETENCIES:
8.b. To be used with Procedure 17-1 Use this work product for Part II: Preparing a Bank Deposit, Activity 2. Explain the importance of discovery in a medical professional liability case. CMS-1500 HEALTH INSURANCE CLAIM FORM To be used with Procedure 15-4. List five items that might be found in the patient reception area. Should Zach do this?
28. She recently graduated from an accredited medical assistant school and completed her externship in a primary care facility. The who underwent surgery. Abscess Allergic reaction Alzheimer's disease Anemia/unspec. Describe postexposure actions and follow-up procedures. 25 6., which Part III: Steps of Diagnostic Coding Please fill in the blanks.
What type of information should Connie obtain before approaching the receptionist? 20 Attempt 1 Attempt 2 Attempt 3 • In the Coding & Billing tab and on the Superbill (see left Info Panel), search for the patient. Investigate companies or banks that provide credit card financing for medical services in a physician's office. Student uses active listening
techniques and demonstrates the highest level of awareness of how an individual's ability to communicate, appearance, and diversity affect anticipated responses Student is developing competency in active listening techniques and awareness of how an individual's ability to communicate, appearance, and diversity affect anticipated responses Student
demonstrates the main concepts of active listening techniques and awareness of how an individual's ability to communicate, appearance, and diversity affect anticipated responses, but does not perform them adequately Recognizes the importance of the patient's socioeconomic status, age, gender, race, religion, educational level, and cultural
experience Analyzes the situation and synthesizes a resolution Correctly identifies patient needs Student uses active listening techniques and diversity affect anticipated responses, but does not apply the principles comprehensively Recognizes
some of the patient's needs, but the approach is not comprehensive Has limited recognition of patient factors Fails to identify significant patient factors Scoring Criteria (1 to 4) Considers all patient factors before reaching a solution Score Score
Score Attempt Attempt Attempt 1 2 3 Instructor Comments: 332 Chapter 21 Patient Assessment Copyright © 2017 Elsevier, Inc. Denise has been overwhelmed with the calls to the clinic, and the office manager has spoken to her twice about missing calls. State's preemption of HIPAA regulations f. All rights reserved. Chapter 1 Competency Based
Education and the Medical Assistant Student 19. All rights reserved. Chapter 16 Patient Accounts, Collections, and Practice Management Copyright © 2017 Elsevier, Inc. A. When he
called to make the appointment, he was very concerned because he just was laid off and isn't sure how he will pay the bill. One of the medical assistant is to help patients in need of community health education or support services. The message should be clear, concise, and professional. Discharge summary d. Active listening is crucial to
successful patient interactions. How does Paula handle this task? If not, what does that mean for the parameters of your work? You are not sure how to complete two sections of the form. Protect the integrity of the health record and the confidentiality of patient information. Explain how an individual under the age of 18 might be eligible for
emancipation. Dr. Burns, emergency medicine s. Self-boundaries help identify our uniqueness as individuals. Summarize safety techniques that can be used when applying OSHA Compliance Guidelines to accidental blood exposure, other body fluids, and needlesticks. When reviewing the patients who are scheduled for appointments tomorrow you
notice that Celia Tapia has an outstanding balance of $125 from charges that were incurred 5 months ago. Decontaminate the utility gloves and work surfaces using a disinfectant cleaner. Use today's date for the date. 289 Copyright © 2017 Elsevier, Inc. Diagnosis: Abdominal pain Procedure: Esophagogastroduodenoscopy with biopsy The patient
was premedicated and brought to the endoscopy suite where his throat was anesthetized with Cetacaine spray. Dr. Tompkins visited a new patient at her home and spent about 20 minutes diagnosing and treating her for the flu. 10 2. To perform the maintenance activities, gather the required supplies. Review the amount paid. is trained to locate
subluxations of the spine and repair them using x-ray examinations and physicians, or DOs, complete requirements similar to those for MDs to graduate and practice 14., Complete the history form by using therapeutic communication techniques. The boy is afraid of needles, and the doctor has ordered him to begin using insulin and routinely
checking his blood glucose levels with a glucometer. An intentional attempt to injure another person or a threat to cause bodily harm is identified as a(n). Why is the first impression of the provider's office so important to patients? Research this issue on the Internet and talk about it in class. To provide patient care for those without health insurance
Part II: Short Answers 1. Hand Hygiene a. All rights reserved. Chapter 1 Competency Based Education and the Medical Assistant Student 2. Do you see any improvement? If the patient is different from the insured and the insu
suck his thumb again when he is ill. MANAGE APPOINTMENT SCHEDULING USING ESTABLISHED PRIORITIES: SCHEDULE AN ESTABLISHED PATIENT MAERB/CAAHEP COMPETENCIES: VI.P.1., VI.A.1., VII.P.3. ABHES COMPETENCIES: 8.d. TASK: Manage the provider's schedule, by scheduling appointments for an established patient and
handling rescheduling and a no-show appointment. Describe what to do if liquids spill on the keyboard. Compare the description of the code with the procedural statement in the surgical report. The CPT was developed and is maintained by the . Record the following medical history: 15 a. The process of obtaining the dollar amount approved for a medical procedure or service before the procedure or service is scheduled. Please call me back as soon as possible. Johnny will be seeing Jean Burke, NP. 10 Attempt 1 Attempt 2 Attempt 3 295 Copyright © 2017 Elsevier, Inc. Practice 1. A(n) contract is one that is assumed to exist. Jeff Jones, 454 Boulevard, Anytown, Minnesota 49932-1234 e. Part
III: Calculating the Coinsurance and Deductible Use the following information as you answer the following questions. DEMONSTRATE THERAPEUTIC COMMUNICATION FEEDBACK TECHNIQUES TO OBTAIN PATIENT INFORMATION AND DOCUMENT PATIENT CARE ACCURATELY IN THE MEDICAL RECORD CAAHEP COMPETENCIES: I.P.3.
X.P.3., X.A.2. ABHES COMPETENCIES: 4.a., 9.b. NOTE: Complete this procedure with another student role-playing the patient. Chris Isaccson, CMA (AAMA), is updating the office's policies and procedures handbook. 2300 N Lincoln Blvd Rm 212 Oklahoma City OK 82 Chapter 7 Technology and Written Communication Copyright © 2017 Elsevier,
Inc. Susan Mitchell had a nasopharyngeal polyp that needs to be removed. Student Name Date AFFECTIVE COMPETENCY: VIII.A1. 15 8. • Was the patient physically and psychologically ready for the information? Dispose of the gloves in a biohazard waste container. 10 9. Ask the receptionist what pros and cons exist for each filing system you
encounter. Explain how the following patient communication barriers might interfere with therapeutic communication in the healthcare setting. Your next patient is an 8-day-old boy who needs to have a circumcision today. Tiffany is constantly aware of whether there is language. Describe the characteristics of the five groups of pathogenic
microorganisms. She was referred for surgery by her primary care physician. Part V: Types of Scheduling Briefly describe each type of scheduling Briefly describe each type of scheduling and list one advantage and one disadvantage of each. is the part of the letter that contains the recipient's name, title, department, 76 Chapter 7 Technology and Written Communication Copyright ©
2017 Elsevier, Inc. Use the modified block letter format with the center point variation and create the following letter: Julie Walden, MD, has requested that you compose a letter to the mother (Patricia Jackson) of Aaron Jackson (DOB 10/17/2011) and let her know that Aaron's left wrist radiograph was negative. He is very uncomfortable with the
condition. He constantly complains about everything from the moment he leaves. All rights reserved. Chapter 12 Basics of Diagnostic Coding John Porter, MD Roman Jagla, MD Ann Johnson, MD YOUR NAME CLINIC 1234 College Avenue Saint Paul, Minnesota 55316 Phone: (555) 555-2133 Fax: (555) 555-2134 Daniel
Berg, MD Katherine Olson, PNP Emily Luther, FNP PATIENT'S NAME CPT/Md DESCRIPTION FEE OFFICE VISIT—NEW PATIENT Focused Ex. 99203 Comprehensive Ex. 99204 Complex Ex. 99204 Complex Ex. 99205 OFFICE VISIT—ESTABLISHED PATIENT Focused Ex. 99212 Expanded Ex. 99213 Detailed Ex. 99214 Complex Ex. 99215
PREVENTATIVE MEDICINE—NEW PATIENT < 1 year old 99381 1-4 year old 99382 5-11 year old 99383 12-17 year old 99383 12-17 year old 99387 CHART # CPT/Md PREVENTATIVE MEDICINE—ESTABLISHED PATIENT 99391 99392 99393 99394 99395 99396 99397 < 1 year old 1-4 year old 5-11
year old 12-17 year old 18-39 year old 40-64 year old 65+ year old DESCRIPTION Abdominal pain/unspec. Covers a continuum of broad-range maintenance and health services to chronically ill, disabled individuals Liability insurance f. List and discuss at least three of the standards. The determination of the nature of a disease,
injury, or congenital defect is a(n) 2. Proofread the claim. Apply active listening skills and repeat the information back to the caller after recording the message. Chiropractor 5. Celebration, FL d. HHS 8 Chapter 2 The Medical Assistant and the Healthcare Team Copyright © 2017 Elsevier, Inc. well visit 5-11 y Laboratory - Strep, rapid 99393 87880
$65.00 $21.00 3. Identify the types of community resources that might assist the patient and/or family. Cynthia Henderson has a plantar wart. What educational background is required to become a primary care physician? You should also do this for separate course objectives that your instructor has listed in your class syllabus. Dr. Adkins is fairly
satisfied with the system the clinic has now. Healthcare personnel receive job-specific training on infection prevention policies and procedures and OSHA Bloodborne Pathogen Standards and are observed for compliance when hired and at least annually. 10 Attempt 1 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score %
Score Instructor's signature 100 Chapter 8 Telephone Techniques Copyright © 2017 Elsevier, Inc. Differentiate between fraud and abuse. You call him from the waiting room and notice that he is wearing clothing from the 1960s or 1970s. Do you think this will affect your therapeutic relationship? Why are alternative dispute resolutions important
tools in resolving a medical malpractice case? There are other possible treatment of NHL. Medicaid and Medicare are examples of plans. How many business days does it take for the insurance company to process an electronic insurance claim and how many days should you allow?
Name Date Score PROCEDURE 20-4. Using the calculator, calculate the amount of currency to be deposited. Urine pregnancy test HCPCS Coding 33. Remove gloves using Procedure 20-1, dispose of them in a properly labeled biohazard bag, and sanitize your hands. Success, MO f. What is a communication channel? Determine your personal view on
each issue to recognize how personal ethics and morals can affect the delivery of quality patient care. You should let him know that he should take 10 mg (1 tablet) every day. Identify the categories used for organizing information in a POMR system. Offer the patient a choice of these dates and times. Where? Name Date Score PROCEDURE 8-2. Active
listeners go beyond hearing the patient's message to concentrating, understanding, and listening to the main points in the discussion. Angela Basset was classified as morbidly obese. 20 193 Copyright © 2017 Elsevier, Inc. Awareness of personal boundaries helps us determine the actions and behaviors that we find unacceptable. 5 4. Based on the
patient example in your text of Mr. Ignatio, a patient with newly diagnosed type 2 diabetes, use the following checklist to design and role-play a patient-centered education program. 5 Attempt 2 Attempt 3 333 Copyright © 2017 Elsevier, Inc. What are the four elements that are essential to a valid legal contract? Always allow the caller to
hang up first. All rights reserved. Chapter 6 Medicine and Ethics Student Name Date AFFECTIVE COMPETENCY: XI.A1. Therefore the first step in risk management is therapeutic communications. A patient comes to the office today very upset because a message about her laboratory test results was left on her home answering machine, even
though she specifically requested in her disclosure consent form that messages only be left on her cell phone. All rights reserved. Chapter 13 Basics of Procedural Coding the duodenal bulb visualized. Describe the significance of congruence between a verbal and a nonverbal message. The patient reports she was exposed to strep last week. Look
over your lecture notes soon after each class while your memory is fresh. List six items of demographic information found on a patient information found information found information found information found information found information found infor
the exact time that another patient was being transported to the hospital because of heart failure. Lift smoothly with the major muscles in your arms and legs. The revocation of this authorization will not have any effect on disclosures occurring prior to the execution of any revocation. All rights reserved. Chapter 6 Medicine and Ethics This page
intentionally left blank Name Date Score PROCEDURE 6-1. Fatty acid and glycerol compound that combines with a protein molecule to form high- or low-density lipoprotein Diabetes type 1 d. Name Date Score PROCEDURE 13-1. Identify four important rules to remember when preparing the appropriate environment for patient interaction. Present
your thoughts to the class by creating a professional presentation. What do you do if you feel very differently from the daughter in this situation? Re-evaluate personal ethical views periodically and apply new knowledge and experience to determine whether ethical views have changed. You work for a local OG/GYN and your best friend tells you her
brother's wife is having an affair and your friend wants you to find out if she is pregnant. Rate each reception area on a scale of 1 to 10. Practice policies and procedures (e.g., payment policies, appointment cancelations, medication refill; Walter Biller
(01/04/1970) had e-mailed requesting a refill on his atorvastatin, and he wanted to pick up the medication at Anytown Drug Store. 278 Chapter 18 Supervision and Human Resources Management Copyright © 2017 Elsevier, Inc. and must have 5. Medical liability often starts with a patient who is not happy with the type of service received in the
facility and/or who has not developed a personal relationship with care providers. Avoid abbreviations. List four examples of possible channels that can be used when sending a message to a receiver. Check 2. She wants the doctor to call in a refill for her antibiotics. This person could be an instructor, a physician, or some other healthcare worker
whom you have come to know. Complete the appointment time in the book or in the software. If a consent form is required for the procedure, ensure that the provider has reviewed the form with the patient and that the patient has signed the consent form. What do
you value most in life? In any medical facility, you must think before speaking. 191 Copyright © 2017 Elsevier, Inc. A contract between a provider and an insurance company in which the health plan pays a monthly fee per patient while the provider accepts the patient's copay as payment in full for office visits. Review methods of enforcing patient
confidentiality in the facility. Why does this affect the possibility of a lawsuit? 245 Copyright © 2017 Elsevier, Inc. An individual who acts with wisdom when managing practical affairs is considered 26. 20 Attempt 1 Attempt 2 Attempt 3 33 Copyright © 2017 Elsevier, Inc. Research reportable diseases at wwwn.cdc.gov/
NNDSS/script/ConditionList.aspx?Type=0&Yr=2013. Share the exercises with the class and select several of them to try with classmates. Continue to add new words as you discover them. Using the patient's health insurance in the type of insurance and the insurance in the type of insurance and the insurance and the insurance in the type of insurance and the insurance and the insurance in the type of insurance and the insurance and the insurance and the insurance in the type of insurance and the insurance and the insurance in the type of insurance and the insurance and
$3,324.79. You are told by your office manager that an inmate of the county prison is being brought in this afternoon for an examination. Using the EHR, document that the patient received a copy of the Notice of Privacy Practices and signed the Disclosure Authorization form. Inventory crash carts 5. Herpes simplex Herpes zoster Hiatal hernia HTN
(HBP) Hyperlipidemia/unspec. Urticaria 19. Practice Performed If Answer Is No, Document Plan for Remediation Yes No Yes N
asthma? A man comes in with a severe case of gynecomastia (enlargement of breast tissue). When Anna sorts the incoming mail, she gives the or billing statements to the business office. Your goal today is to explain to the providers the accurate code selection for the appointment types. Relapse 16. These losses are called in court. Laparoscopic
biopsy of the left ovary 15. What services does each offer professional medical assistants? 5 *5. Many times the medical coder is the expert on the accurate CPT (Current Procedural Terminology) and ICD (International Classification of Diseases) code selections. All rights reserved. Chapter 12 Basics of Diagnostic Coding 17. AUTHORIZATION FOR
RELEASE OF MEDICAL RECORDS Authorization for Release of Medical Records Kennedy Family Practice 414 Jacksonia St., Armandale, VA. Downey had a stroke and needs surgery to remove a small clot that has lodged in her brain. Balance 5. Define the three processes of active listening. Using the patient's last and first names and date of birth,
search the database for the patient. DEVELOP A LIST OF COMMUNITY RESOURCES FOR PATIENTS' HEALTHCARE NEEDS; ALSO, FACILITATE REFERRALS IN THE ROLE OF PATIENT NAVIGATOR CAAHEP COMPETENCIES: V.P.9., V.P.10. Medical assistants must be aware of the it is a positive one. Do not touch the paper towel dispenser as you
Infection Control Possible Points Steps 9. The Four Ds of Negligence and Damages a. You have a specific context in mind when you send your words, but the receiver puts his or her own interpretations on them., which lists the amounts charged by the provider for services 2. You check her record and see that she met her deductible and now needs
to pay 20% of the billed amount. Discuss how to handle CDs, DVDs, and BDs. 7. Scoring Criteria (1 thru 4) Demonstrated tactful verbal communication by being respectful, honest, and courteous. Blank endorsement: b. Percevial "Butch" Adams 29. 10 83 Copyright © 2017 Elsevier, Inc. Two sisters have arrived at a medical facility to discuss with the
attending physician the course of action they should take regarding their dying father. Amanda Smith was diagnosed with multiple sclerosis. The patient has the right to considerate, respectful, and nondiscriminatory care by all healthcare staff. 15 Attempt 2 Attempt 3 159 Copyright © 2017 Elsevier, Inc. All rights reserved. Chapter 17
Banking Services and Procedures 13. The office manager has mentioned to Paula, the receptionist, that Janie is to be scheduled at 4:45 PM and if she is late, she will not be seen by the provider. Accurately enter the physician or supplier information by completing blocks 14-23. Role-play a scenario in which Mr. Shields's girlfriend calls and asks you to
tell her what Dr. Patrick suggested for treatment. Ask for information on the patient's ID card, including the subscriber number, and the phone number, and the phone number for provider services. All rights reserved. Chapter 21 Patient Assessment This page intentionally left blank Name Date Score PROCEDURE 21-2. 21 Patient Assessment
VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. All rights reserved. Chapter 9 Scheduling Appointments and Patient Processing This page intentionally left blank Name Date Score PROCEDURE 9-1. A(n) is a phrase without a main clause. This approach is promoted by the National Committee for Quality
Assurance (NCQA). If he is not getting better or if she has questions, she should call the office. Take the patient to a quiet, private area. *4. Main Term: Essential Modifier: 3. Visit several reception areas in providers' offices, hospitals, and/or clinics or consider your personal provider's office or one you have recently visited. Is qualified to implement
exercise programs designed to reverse or minimize debilitation and enhance the functional capacity of medically stable patients a. For the supplies in inventory, gather the following information for each item: Possible Points Attempt 2 Attempt 3 15 • Name, size, quantity (e.g., each, 100/box) • Item number, supplier's name, cost • Reorder
point and quantity to reorder *2. If so, review the self-history for completeness. care provides medical, psychological, and spiritual support to terminally ill patients and their 8. Keith must use is the most common layout for letters software to compress files he is e-mailing. Student Name Date AFFECTIVE COMPETENCIES: X.A1. Note the yellow area
on the left of the chosen diagnosis. Rinse your hands a second time, keeping your fingers lower than your wrists. Explain the concept of the ownership of medical records. Cloud storage Part V: Short Answer 1. Antonio DeMendez, a 68-year-old patient, has profound hearing loss in his left ear. Complete h. problem focused OV 99212 $32.00 2. She
requests that the staff authorize a refill for her pain medicine and insists on speaking to the office manager, who currently is in a meeting. Use the same technique when putting the item down. All alphanumeric c. Watch the interaction of the employees with each other and ask whether they think the system is more of a help or a hindrance as they go
about their duties. She replaced Dorothy, who retired. Roberta Sleether is a new patient who saw Dr. Morganstern to report feeling tired all the time. A(n) is arrived at after taking a detailed history and doing a comprehensive physical examination; however, before any laboratory tests or x-rays, diagnostic testing is done. They change the description
of the diagnosis in bold type. CASE STUDY: Dr. Walden takes a lunch break from 11:30 AM to 12:30 PM. Determine the extent of the history obtained. 19. Assemble the necessary information, such as the patient ID card, the verification of eligibility, and the online insurance provider web portal login information. In which order should these codes be
sequenced? Dr. Adams took a comprehensive history and performed a comprehensive examination, then made medical decisions of high complexity regarding her care. 7. EQUIPMENT AND SUPPLIES: • Disposable examination gloves • Biohazard waste container with labeled red biohazard bag Standards: Complete the procedure and all critical steps
in three attempts. Will you have difficulty being empathetic and communicating therapeutically with this young woman? Subterms d. Converting oral or written descriptions into alphanumeric designations is called 7. Describe the difference between a patient's signs of a disease and his or her possible symptoms. SCENARIO: The provider is reviewing
laboratory results on a new patient and notes that the patient is HCV positive. Autoimmune 6. Julie Walden, MD, asked you to contact Walter and let him know she sent the refill order to Anytown Drug Store. EQUIPMENT INVENTORY FORM To be used with Procedure 10-1 MAERB/CAAHEP COMPETENCIES: 8.e. and let him know she sent the refill order to Anytown Drug Store.
letter of the last name, then the first letter of the first letter of the first name, and then the year label. Retention o. Why might these be beneficial for the medical assistant? Research Maslow's hierarchy of needs. Talk about why medical professionalism is so critical. Obtained from health insurance companies and gives the provider approval to render the medical
service. It is important to display sensitivity to the situation when attempting to collect the money that is owed to the provider for services that have been rendered. What methods can the medical assistant use to treat others with courtesy and respect? Using the following case study, role-play with a peer how you would display sensitivity when
requesting payment for services rendered. COACH PATIENTS REGARDING OFFICE POLICIES: C. TASK: Create a new patient brochure that provides an orientation to the practice and the office's policies and procedures. Cleaning
procedures are periodically monitored and assessed to ensure that they are consistently and correctly performed. Dry your hands with paper towels. For the electronic method, enter into the Simulation Playground in SCMO. Bobbie broke his arm and was taken to the emergency department. How can you safeguard the cashbox when you are the
receptionist? Nine-digit code printed on the bottom left side of checks that identifies the bank upon which the check was drawn SKILLS AND CONCEPTS Part I: Short Answers 1. Write each address provided as it should appear on an envelope. Parentheses c. As Taylor is discussing diet and exercise recommendations, Mary Ann replies that she
doesn't think cholesterol is something she should be concerned about, and what with working two jobs, she is forced to dine out and eat "on the run" most days. Click on the Charge Capture tab. PATIENT CONSENT FOR USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION Kennedy Family Practice 414 Jacksonia St., Armandale, VA
Status barriers d. Review the under the main term. The of the patient. Sections, subsections, su
(Injection, Ther/Proph/Diag - $25.00) ICD: D51.0 (Vitamin B-12 deficiency anemia) CPT: J3420 (B-12 injection, $24.00) and 90772 (Injection, Ther/Proph/Diag - $25.00) To be billed to: Medicare, 1234 Insurance Road, Anytown, AL 12345-1234 Part VIII: Inform a Patient of Financial Obligations for Services Rendered Role-play the following scenarios
with a peer. Write check #5649 to Blackburn Utility Company for $66.89 to pay the water bill. Smith 07/04/20xx 1234 Anystreet Anytown, Anystate 12345-1234 PATIENT RESPONSIBILITY Amount not covered: 0.00 Co-pay amount: 0.00 Deductible: 0.00 Coinsurance: 64.61 Patient's total responsibility 64.61 EXPLANATION OF BENEFITS Charge Not
Reason PPO Covered Ded Paid Payment Copay Amount Covered Code Discount Amount at Amount DOS CPT/HCPCS 06/03/20xx 94375 40.00 0.00 48 0.00 40.00 0.00 80% 32.00 06/03/20xx 94060 75.00 0.00 48 0.00 75.00 0.00 80% 60.00 06/03/20xx 94664 50.00
2017 Elsevier, Inc. Describe how a medical assistant can perform this important duty in the ambulatory care setting. Cost-benefit analysis 3. What does it mean to operate as a patient navigator in the facility where you are employed? Log out of the software on completion of the procedure. Are there any consequences? Include both technical format
and documenting patient signs and symptoms. The fee is in accordance with evaluation and management guidelines. Provide the patient's diagnosis and provider's exact order, including name of procedure and time frame. Name Date Score PROCEDURE 14-2. Wear did the patient go. Give the name, address, and telephone number of the diagnostic
facility. 15 3. All rights reserved. Chapter 15 Medical Billing and Reimbursement Possible Points Steps 9. Discuss applications of electronic technology in the medical office. are a type of healthcare providers and medical facilities at a reduced payment schedule for their insurance members. Byte
5. harm to another. For example, if the provider is a general practitioner, then collect the copayment for the PCP. SCENARIO: Role-play with a partner the following case study that requires the application of the Patient's Bill of Rights as it pertains to treatment choices, consent for treatment, and refusal of treatment. What are some of the common
illnesses that present in a primary care facility? Tai Yan has an appointment for August 23, 20XX, at 3:00 PM with Dr. Martin. All rights reserved. Chapter 20 Infection Control Scoring Criteria (1 to 4) Recognizes the implications for failure to comply with CDC regulations Excellent Evidence of Learning 4 Adequate Evidence of Learning 3 Limited
Evidence of Learning 2 Student demonstrates the highest level of understanding CDC regulations but does not provide comprehensive details Student is developing competency in understanding CDC regulations but does not provide comprehensive details Student is developing competency in understanding CDC regulations but does not provide comprehensive details Student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details Student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details Student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details Student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details student demonstrates mastery level of understanding CDC regulations but does not provide comprehensive details student demonstrates and the student demonstrates are student demonstrates are student demonstrates and the student demonstrates are student
Score Score Learning Attempt Attempt Attempt Attempt Attempt 1 1 2 3 Student demonstrates the main concepts of understanding of CDC regulations but does not perform them adequately Recognizes the Correctly Recognizes the Correctly Recognizes the Correctly Recognizes the Correctly Recognizes the main concepts of understanding of CDC regulations but does not perform them adequately Recognizes the Correctly Recognizes th
application is not patient's holistic needs and does educational, applies them comprehensive needs while not apply CDC cultural, and holistically of patient's applying CDC regulations personal holistic needs regulations adequately experience needs while not applying CDC regulations adequately experience needs while not applying CDC regulations adequately experience needs and does educational, applies them comprehensive needs while not applying CDC regulations adequately experience needs and does educational, applies them comprehensive needs and does educational, applies them comprehensive needs and does educational, applies them comprehensive needs and does educational applies them comprehensive needs and does education applies them comprehensive needs and does education applies the needs applied to the comprehensive needs and does education applied to the needs and does education applied to t
recognition of identify infectious factors before patient factors significant situation and applying CDC regulations CDC regulations CDC regulations factors synthesizes a regulations CDC regulations CDC regulations control Copyright © 2017 Elsevier, Inc.
All rights reserved. Chapter 13 Basics of Procedural Coding 18. Why do you think each capability will enhance patient care? Demonstrate empathy, active listening, and nonverbal communication skills while performing the role-play exercise. Type in the diagnostic statement into the encoder search box. These states include
Alaska, Arizona, California, Florida, Georgia, Illinois, Maine, Maryland, Montana, New Jersey, New York, Ohio, South Dakota, Virginia. Telephone number for home and work g. There parents are talking with the provider. What are some ideas the medical assistant can use to get the most out of
the day and stay organized? Try to determine why you feel so strongly about those particular things. Determine how this legislation affects individuals and businesses. During these interactions it is crucial that the medical coder provides the information in a professional, organized, and logical manner. 188 Chapter 14 Basics of Health Insurance
Copyright © 2017 Elsevier, Inc. The son lives with her and is covered by her medical insurance but the mother is not included in the patient's Notice of Privacy Practices (NPP) form. 12. Summarize one thing you learned and share it with the class. She states that she is doing okay, but without the albuterol she knows it will get worse within the next
few days. Carlos Perez Santos 30. American Red Cross office 4. Continue to observe nonverbal patient behaviors and select the appropriate verbal response to demonstrate your sensitivity to her discomfort, frustration, and anxiety. Describe three ways to do a mobile deposit of a check. Your instructor will provide you with the e-mail address for your
e-mails. She hopes to find a treatment that will give her more confidence in her appearance. This created an increase in appointment demands, thus the wait time for appointment that will give her more confidence in her appearance. This created an increase in appointment demands, thus the wait time for appointment that will give her more confidence in her appearance. This created an increase in appointment demands, thus the wait time for appointment demands are the confidence in the confi
SCENARIO: Adam Burns stops by the office and he is interested in establishing with a provider. Define a patient-centered medical home (PCMH) and its five core functions and attributes. Considering the prior visits, what is Zach's typo for this bill and what is the responsibility of the insurance carrier? Type the main term into the search box of the
encoder and choose the HCPCS Tabular code set for accurate coding. 10 • Document any additional information. How can she deal with personal stressors while she is in the workplace? Describe the following types of banking fees. A check that is not honored by the bank issuing the check because there were not sufficient funds in the entity's bank
account or the account has been closed a. True or False: Indicate which statements are true (T) and which are false (F). List six different times gloves should be worn. Ulcer, gastric/unspec. • Consider pertinent factors. Robert Bauer dislocated his right shoulder while playing baseball; it was a closed anterior dislocation. Summarize this
information for your peers. Define the following abbreviations. Use Procedure 19-1 and Work Product 19-1. The key to successful patient interaction is congruence between verbal and nonverbal messages. Interferon 11. The patient requests that only her husband receive information about her health status. h. Medical assistants play an important role
in preventing malpractice suits by consistently applying risk management strategies. The values that determine characteristics or behavior are record. Mitchel Michael Gibson 5. Remove all jewelry except your wristwatch, which should be pulled up above your wrist or removed, and a plain wedding ring. 20 Attempt 1 Attempt 2 Attempt 3 227
Copyright © 2017 Elsevier, Inc. File MEDICAL CLAIMS with your local Blue Cross and Blue Shield Plan. How can the medical assistant help prevent a breach of patient confidentiality by the placement of charts in wall holders? Jessica Lopez was placed in the neonatal ICU because she was diagnosed with transient tachypnea at birth. Name five
examples of possible strengths a healthcare practice may have over its competitors. Risk management d. Enter the date of the test. Be sensitive to your patient. Failure to perform a critical step, indicated by an asterisk (*), results in an
unsatisfactory overall score. Jump drive Input Output Storage 6. Erma will be seeing Julie Walden, MD. On the opposite left-hand page, write a summary or outline that combines material from the textbook and the lecture. 5 10 10 4. 28 Chapter 4 Therapeutic Communications Copyright © 2017 Elsevier, Inc. Always follow office policy when
performing any action that is covered under HIPAA rules. Dr. True, obstetrics/gynecology t. EQUIPMENT AND SUPPLIES: • Pen • Administrative and/or clinical equipment in the procedure and all critical equipment in the procedure and all critical
steps in three attempts. Identify the method of organizing information in an SOMR system. When using the coding manual, how can the anatomy diagrams help coders assign the most accurate code? Patient fell off a ladder 2 days ago and c/o low back pain of 5 on a 1-10 scale. The six sections of the CPT manual include: a. The facility's head custodian
unlocks the side entrance at 6:00 am each morning for staff. Portal of entry e. compassion, compassion
the order will be sent to the facility in advance. All rights reserved. Chapter 17 Banking Services and Procedures This page intentionally left blank Name: Date: WORK PRODUCT 17-4. In the ambulatory care setting, what is a savings account used for? You have been on the job for 6 weeks and have been seeing a trend that charges are being a t
downcoded. This will be a follow-up appointment that is 15 minutes in length. Document the action that the medical assistant should take. q. Using the ID card, the encounter form, and the registration/ intake form, determine the patient's information and insured's information. Use the semi-block letter format with the right justified variation and
create the following letter: Jean Burke, NP, has requested that you compose a letter to Ken Thomas (DOB 10/25/1961) and let him know that his urine culture is negative for growth. Denise insists that she is constantly on the phone answering and transferring calls. List three backup systems for the EHR system in a physician's office. EMV chip
technology 5. Demonstrate sensitivity appropriate to the message being delivered. Physician assistant p. Chiropractors treat slight misalignments of the spine, which are called a hold in the timeline the PCP prescribing medication before
requesting the referral from the insurance plan and wanting the patient to return in 2 weeks to see how they feel. Ms. Williams has experienced this discomfort for several months and appears very frustrated. 20 6. List five clinical and five administrative skills that are part of the job description for an entry-level medical assistant. The medical
assistant's tasks related to health insurance processing are initiated when the patient encounters the provider by appointment, as a walk-in, or in the emergency department or hospital. The e-mail should have an appropriate topic in the subject line. WORKPLACE APPLICATION OPTIONS Complete one or more of these activities and, if appropriate
share your results with the class. This document authorizes release of information entered into my medical record prior to or within 12 months after the date of my signature. What are their differences? Demonstrate sensitivity to the patient by paying attention to and responding appropriately to the patient's nonverbal body language and verbal
message. Examine the patient's health record to determine the procedure for which preauthorization is being requested and assign the appropriate diagnosis and procedure. The verbal messages you send are only part of the communication procedure for which preauthorization is being requested and assign the appropriate diagnosis and procedure for which preauthorization is being requested and assign the appropriate diagnosis and procedure for which preauthorization procedure.
get a 60-day supply with five refills. Name Date Score PROCEDURE 7-2. Did the medical assistant use clarification at the end of the interview to make sure the patient understood what was going on? Emergency calls 4. 11. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting Comments: Points earned ÷ 100 possible
points = Score % Score Instructor's signature 128 Chapter 10 Daily Operations in the Ambulatory Care Setting Copyright © 2017 Elsevier, Inc. I wanted to find out if I can come in for an appointment today. His right ear canal was impacted with cerumen, which was irrigated and the cerumen was removed during the visit. Glasgow does not
understand when or how to take her new medications, she is concerned about whether her health insurance will cover the cost of frequent clinic appointments and assistive devices, she doesn't understand how to prepare for magnetic resonance imaging (MRI) the doctor ordered, and she dislikes having to comply with getting blood drawn every
week. (Tip: see Procedure 15-2.) 6. Practicing respectful patient care is extremely important when working with a diverse patient population. Tactful behaviors include showing respectful patient care is extremely important when working with a diverse patient population. Tactful behaviors include showing respectful patient care is extremely important when working with a diverse patient population. Tactful behaviors include showing respectful patient care is extremely important when working with a diverse patient population.
Cholesterol Sinuses 70210 90716 Handling fee 70360 Neck Soft Tissue 82607 PROCEDURES CXR (PA only) 71010 90712 Audiometry 71020 Chest 2V 90788 Cast Removal 72040 C-Spine 2V 95115 Casting (by location) Lumbrosacral 72100 95117 Ear Check Shoulder 2V 73030 Ear Wax Rem. Present illness (PI) c. All rights reserved. Chapter 4
Therapeutic Communications 3. Local child protective services 95 Copyright © 2017 Elsevier, Inc. Read first for the general meaning and then reread parts you did not understand. Some workers use customer service as an excuse to chat with patients and avoid other duties. Metabolism 2. Gentamicin ointment was applied to the lacerations and a
dressing was placed on the left cheek. Create a list of the important guidelines to follow when interacting with a child. The HIPAA Privacy rule requires healthcare providers to take reasonable steps to limit the use or disclosure of, and requests for PHI. Name the three sections of the claim form. Provide additional appointment options as needed.
Scenario 1: Herman Miller is a 72-year-old male who was just diagnosed with dementia. The doctor has left the office for the day. Use restatement, reflection, and clarification to gather as much information as possible about the patient's CC. Carolyn Kennedy has experienced dumping syndrome periodically since her gastric bypass surgery. Label the
following questions as either open-ended or closed. What are the five key domains of the PCMH model for primary care? to identify the quantity of supplies available in the department. His father complains that he plays so much that getting him to eat properly is difficult. The patient tells you that she doesn't have any money to pay for her insulin. All
rights reserved. Chapter 15 Medical Billing and Reimbursement Comments: Points earned ÷ 100 possible points = Score M Score Instructor's signature 222 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. The insurance clerk has complained that the receptionist takes too many smoking breaks and accepts too
many personal calls while at work. Performs routine and standardized tests in blood center and transfusion services 14. • What strategies or techniques might minimize communication problems? Barbara Harris was served a(n), which required her to appear in court. Economic Student Status: demonstrated respect through Demonstrated appropriate
respect for body language individual (e.g., eye diversity, contact, facial including expressions, economic gestures) and status, by the professional use of verbal appropriate communication verbal and (e.g., pleasant, nonverbal helpful) communication use of verbal appropriate communication verbal appropriate verbal
Evidence of Learning 3 Limited Evidence of Learning 3 Limited Evidence of Learning 2 Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient student demonstrated respect through appropriate body language and professional verbal communication.
needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated a lack of respect for
a person who is different; verbal and/or nonverbal communication was disrespectful Student demonstrated some or limited respectful student demonstrated some or limited respec
respectful verbal and/or nonverbal communication behaviors Student demonstrated a lack of respect for a person who is different; verbal and/or nonverbal communication was disrespectful 284 Chapter 18 Supervision and Human Resources Management Copyright © 2017 Elsevier, Inc. Jean Burke, NP, takes a lunch break from 12:00 PM to 1:00
PM. Demonstrate sensitivity to patients' rights through empathy, use of therapeutic communication, and respect for individual diversity. DEMONSTRATE RESPECT FOR INDIVIDUAL DIVERSITY Explanation: Student must achieve a minimum score of 3 in each category to achieve competency.
 important in the overall financial scope of the agency. Rebecca is a new employee at the Blackburn Clinic. Paper method: Gather the health insurance ID card, and a pen. Diverse Race 1. An identifier assigned by the Centers for Medicare and Medicaid Services (CMS) that
classifies the healthcare provider by license and medical specialties. Determine the patient status: new or established, e. Although hands should be washed with antimicrobial soap and warm running water when available, correct use of alcohol-based hand rubs significantly reduces the number of microorganisms. Jenny Beaver developed bronchitis
over spring break after inhaling carbon dioxide fumes while sitting in a traffic jam. Nonassertive individuals ultimately may respond with anger or an emotional outburst if pushed too far. 20 *2. Remission 17. • Address immediate learning needs. Kristy considers being friendly toward the patients in the clinic as her performance. List steps involved in
completing an inventory. What information must be included in Section 1 of the claim form? Review Procedure 20-4: Performing Medical Aseptic Hand Washing in your textbook. Describe four different aggressive behaviors that should not be used in professional communication. Interest k. Calories: 2,000 2,500 Total Fat Sat Fat Cholesterol Sodium
Total Carbohydrate Dietary Fiber 2/3 cup (55g) Amount per 2/3 cup 10% Vitamin D 2mcg 20% 45% Calcium 260mg Iron 8mg 5% 80g 25g 300mg 2,400mg 375g 30g Potassium 235mg • Footnote on Daily Values (DV) and calories reference to be inserted here. Only interact with patients when they are in the healthcare agency d. Chronic infections 2.
He currently lives with his daughter, Ruby, who works full time. Patient Demographics Walter B. The office visit involved a problemfocused history, problem-focused examination, and medical decision making of low complexity. 16. 10 13. Assemble all necessary information such as the patient ID card and verification of eligibility. Thank you. provider
We all determine our physical, emotional, and mental limits and use them to protect ourselves in both our personal and professional lives. Your feet should face the object. Provides payment of a specified amount upon the insured's death Vision care Medicare supplement e. The amount payable by an insurance company for a monetary loss to an
individual insured by that company, under each coverage, is known as . Edit the physician's scheduled next month. Dr. Martin had made a recent change in her medication and wanted her to monitor her BP at home for 3 days and call in with the results. Surveillance and Disease Reporting a. Create your own letterhead in the
header of the document. Karl Owenson is being seen today for a severe lung infection and requests that his partner, Tim, be present during the examination. Search for the patient. A person staggers up to the reception desk and demands in a loud voice that he needs to be seen immediately for his finger injury. Because the hands themselves cannot
be sterilized, the goal of hand washing is to reduce skin flora through the use of mechanical friction, antimicrobial soaps, and warm, running water. Susan filed the laboratory reports in 13, 22. Risk management strategies are those steps employed by all members of the healthcare team to prevent patients from bringing suit against the physician
and/or practice. How can Karen professionally handle this situation without causing embarrassment to the patient? Review the coding guidelines and notes for the section, subsection, and code to ensure there are no contraindications for the use of the code. He had been complaining of a fever and sore throat. Tony knows the printer will the
equipment in the examination room to remove the debris and over time, and this is used for tax purposes. Clear away barriers and use a step stool if needed. Over the last two months there has been an increase in patient complaints related to long wait times in the reception area before being brought back to the patient exam rooms. Additional
students can be used for the role-play as patient(s) and "Chris." Diverse Gender 1. All rights reserved. Chapter 13 Basics of Procedural Coding Possible Points Steps *10. Preparing a bank deposit: c. An attorney calls the office today and requests that you send copies of a patient's health records to her office ASAP for a liability case. What test-taking
strategies might help you improve your scores? Eric Lawson was diagnosed with hematospermia. All rights reserved. Chapter 11 The Health Record Part VI: Electronic Health Records 1. How should she perform this procedure? If it is a plumbed unit, the control valve should remain on until manually shut off. Give the patient's name, age, address,
telephone number, and insurance information (insurance policy numbers, precertification information, and addresses for filing claims). Summarize the history of the American Association of Medical Assistants (AAMA) and explain what impact this medical assistants
today. Personal or self-boundaries are extremely individual. 161 Copyright © 2017 Elsevier, Inc. Cassidy Kay Hale 1. Flush the eyes and eyelids for a minimum of 15 minutes, rolling the eyes are abnormal, and her obstetrician suspects that she
may be carrying a child who will be born with a birth defect. You learned a great deal about HIPAA applications in the family practice where you are working. 8. Read through each document, paying particular attention to the references to confidentiality, are
registered nurses who provide anesthetics to patients during procedures performed by surgeons, physicians, dentists, or other qualified healthcare professionals. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting This page intentionally left blank 11 The Health Record VOCABULARY REVIEW 1. What is the difference
between advertising and public relations? During your orientation, you see the cashbox sitting on the receptionist's desk. Compare the insurance denial letter to the health record, claim, and encounter forms. First character alpha, then numeric d. Modified wave scheduling 5. First-Language Buddy English as a second language (ESL) students should
find a first-language buddy—another student who is a native iv speaker of English and who is willing to answer questions about word meanings, pronunciations, and culture. Julia Berkley has an appointment for June 13, 20XX, at 11:45 AM with Dr. Walden. Place the divider labels on the record divider sheets, if they come separately. Sylvia Julius, an
established patient, saw Dr. Bridges for her allergies. The vendor notified Sally that an item she ordered was was back in stock and ready for shipment. Explain the five types of damages that are common in tort cases. Attach a copy of the preauthorization submission confirmation into the patient's health record. A(n) usually takes 3 to 10 working days
for review and approval. Osteopathic physicians are trained to consider all factors about the patient when deciding on treatment plans. Using word processing software, design an information about the practice and describes practice procedures. Ask if the patient has any questions and answer the
questions. Rosa is explaining the signs and symptoms of inflammation to a patient. Emergency medical technician 11 Copyright © 2017 Elsevier, Inc. are businesses that receive healthcare providers, translate the data from a given format into one acceptable to the intended payor, and forward the processed transaction to
designated payors; this includes billing services, community health information systems, and private network providers or "value-added" networks that facilitate electronic data interchanges. Part IV: Professional E-mail Using Procedure 7-2 as a guide, create e-mails for the following scenarios. Enter the number of items deposited in the Total Items
box. Assisting with a vaginal examination Performing a patient interview Drawing blood from a 6-year-old child 15. 5 Attempt 1 Attempt 2 Attempt 3 197 Copyright © 2017 Elsevier, Inc. Does the patient have the right to refuse treatment? List two different
populations who would qualify for Medicaid. • Scenario 2: Leslie Green just tested positive for pregnancy. The patient stated that the chest pain began 2 weeks ago. 165 Copyright © 2017 Elsevier, Inc. Not only is it a breach of confidentiality, it also is disrespectful. All rights reserved. Chapter 14 Basics of Health Insurance 17. Explain what you feel
when your migraines begin. OF PREGNANCIES CONGENITAL HEART DEFECTS TIAS NO. Find a computer that you might consider purchasing, then answer the following questions. Karen and her fiancé ended their relationship last week. List seven items that should be documented for each piece of equipment on the inventory list. 3. 15 6. You are
the office manager for a busy primary care practice. Calculate the total to be deposited and enter the number in the Total From Attached List box. She needs to see a female provider, Evaluate the effect health insurance coverage has on patient quality of life 290 Chapter 19 Medical Practice Marketing and Customer Service Copyright © 2017
Elsevier, Inc. Create an agenda using word processing software. Explain the patient factors that should be considered when a patient is treated holistically. Blood bank technology specialist i. Use the endorsement box on Work Product 17-4 to write a restrictive endorsement. Balance 4. The evaluation and management CPT codes are used for
insurance reimbursement in the following healthcare settings EXCEPT: a. Name: Date: WORK PRODUCT 19-1. SCHEDULE A PATIENT PROCEDURE MAERB/CAAHEP COMPETENCIES: VI.C.3., VI.P.1., VI.P.2., VI.A.1., VII.P.3. ABHES COMPETENCIES: 8.d. TASK: Manage the provider's schedule, by scheduling appointments for an established patient
and handling rescheduling and a no-show appointment ROLE-PLAY SCENARIO: Monique Jones has just completed seeing Dr. Walden and is checking out at your desk. Empathy g. ENDORSE CHECK HERE X DO NOT WRITE STAMP, OR SIGN BELOW THIS LINE 271 Copyright © 2017 Elsevier, Inc. Angry callers 2. Look for real-life cases in which the
law was breached, including any court action or rulings that pertain to the law. What items should appear on the financial records of any business at all times? Possible Points Attempt 2 Attempt 3 5 2. 176 Chapter 13 Basics of Procedural Coding Copyright © 2017 Elsevier, Inc. g. If a non-English-speaking patient comes to the office
without an interpreter, what should the medical assistant do? Investigate portable computer devices using the Internet and prepare a folder with photos or specifications that detail the equipment you have selected. The patient was happy to comply! Monica also encouraged the patient to visit the Clear Skin Dermatology Facebook page to share her
positive experience. Daily Operations in the Ambulatory 10 Care Setting VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Repeat the procedure as indicated throughout the day. All rights reserved. Chapter 19 Medical Practice Marketing and Customer Service This page intentionally left blank UNIT
FIVE FUNDAMENTALS OF CLINICAL MEDICAL ASSISTING 20 Infection Control VOCABULARY REVIEW Define the following terms. Take a list of at least five questions about using an EHR system. Why do you think many physicians are slow to adopt new technology? 20 5. For an ergonomically correct workstation, describe how the chair must fit
the user. CASE STUDY: Charles Johnson, DOB 3/3/1958, an established patient of Dr. Martin has called to schedule an appointment to have his blood pressure checked. A conscious, intentional failure or reckless indifference to an obligation is called 16. When a provider agrees to become a PAR, they also agree to the health insurance plan's for
rendered medical services. Julio Gonzales is 17 years old and has limited English skills, process, which 3. Ms. Lange tells the medical assistant she is not following that crazy diet and refuses to make an appointment with the hospital dietitian. Angela arranged for a short time between Dr. Patrick's speaking engagement and his first afternoon
appointment so that he would have time for lunch. Type a formal greeting using correct punctuation. How can Denise begin her conversation with the office manager? Personal beliefs and professional ethics must be kept separate, allowing patients to make their own decisions about healthcare and enabling respectful patient care. A magazine ad b.
Apply active listening skills to assess whether the caller is distressed or agitated and to determine the concern to be addressed. TASK: Use medical terminology to patients SCENARIO: The physician has just examined Antonio Markus, age 19 years, and
documents in the patient's record that he has bilateral otitis media, a URI, SOB, and bronchitis. Give the card to the patient. List five items that affect the postage of an item. Part XI: Evaluating Reception Areas 1. Process of informing the local community of the medical procedures and services the healthcare practice provides. Video-conferencing
technology that enables the delivery of quality healthcare at a distance. Use body language to communicate respect (e.g., eye contact if culturally appropriate, keep arms uncrossed and relaxed). Scoring Criteria (1 thru 4) Excellent Evidence of Learning 4 a. What are some possible barriers, and how can the medical assistant help Ms. Graham
overcome them? All rights reserved. Chapter 3 Professional Behavior in the Workplace 5. 4 Chapter 1 Competency Based Education and the Medical Assistant Student Copyright © 2017 Elsevier, Inc. 5648 5649 5650 5651 5651 This page intentionally left blank Name: Date: WORK PRODUCT 17-6. Although there are never more
than two patients waiting, the kids are a serious disruption in the clinic. Explain why all employees must be committed to providing good customer service. Using the following case study, role-play with two peers how you would use tactful communication skills with medical providers to ensure accurate code selection. Put a check mark in the box in
front of 99212 and enter a fee of $32.00. 15 *11. Assess Mr. Garcia's needs and identify factors that may limit his ability to learn and implement lifestyle changes. Biopsies of Diagnostic Coding Student Name Date AFFECTIVE COMPETENCY: IX.A.1. USE
TACTFUL COMMUNICATION SKILLS WITH MEDICAL PROVIDERS TO ENSURE ACCURATE CODE SELECTION Explanation: Student must achieve a minimum score of 3 in each category to achieve competency. Verify the accuracy of the tentative code in the Tabular List. ABHES COMPETENCIES: 5.c., 9.i. TASK: Develop a list of community
resources and perform the role of the patients to resources. Anesthesia was provided for a brain-dead patient whose organs were being harvested for donation. As a member of the healthcare team, you
must become an effective communicator. He makes his $50 copayment at the time of the office visit. Balance 3. Is there a particular certification you are interested in obtaining? Medical technologist 11. Less Cash Returned Total Items Total Deposit Dollars Cents This page intentionally left blank Name: Date: WORK PRODUCT 17-2. Name Date Score
PROCEDURE 15-3 B. Families and cultural influences shape the way we respond to a diverse society. Reflection c. Her pants are raggedy and her shirt is tight and low cut. Dr. Skylar, dermatology 11. The office manager is considering using a(n) to address patient concerns. Explain how these statements are dangerous and may interfere with the
patient interview. 294 Chapter 19 Medical Practice Marketing and Customer Service Copyright © 2017 Elsevier, Inc. UNIT THREE CODING AND MEDICAL BILLING PROCEDURES 12 Basics of Diagnostic Coding VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Neatly write or type the patient's
name on the name label. (Completing the ledger is optional for this procedure.) 225 Copyright © 2017 Elsevier, Inc. Summarize five positive nonverbal behaviors that the medical assistant can use to enhance the patient's experience in the healthcare setting. Responsible for interpreting and executing commands from the software; also called the
"brains" of the computer 2. Excellent Evidence of Learning 4 Adequate Evidence of Learning 3 Student was respectful and courteous in his/her verbal communication while delivering a truthful sensitive message. Using the scheduling software, block the times the office is not opened. After removal, ball it into the palm of the remaining gloved hand.
```

State Capitol 600 Dexter Ave Montgomery AL b. His vital signs are: T, 97.6; P, 88; R, 22; BP, 172/94. SCENARIO: You recently graduated from a CAAHEP-accredited medical assisting program and just passed the certification examination to earn the CMA (AAMA) credential. The following person(s) are not authorized to receive my Patient Health

```
gathering a patient's insurance information, the patient tells you that he has tested positive for the human immunodeficiency virus (HIV). Syncope Tachycardia/unspec. 15 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 70 Chapter 6 Medicine and Ethics Copyright © 2017 Elsevier, Inc. Tommy was concerned
that he was not wanted in the clinic and wished to have his records sent to another facility. Much of what we communicate to our patients is conveyed through the use of conscious or unconscious body language. j. Eric Robertson canceled his surgical follow-up appointment today for the third time. The utterance of articulate clear sounds is 5. Dr.
Jones, general surgeon k. and Rep 73620 Foot 2V Excision Nail KUB 74000 Flow Volume ICD-10-CM R10.9 L02. T78.40 G30 D64.9 I20.9 R63.0 F41.9 G47.30 I49.9 M06.9 J45.909 I48.0 E53.8 M54.5 N40 R00.1 J20. J42 M71.9 C50. C34. C61 L03. R07.9 K74.60 J00 K51.90 R41.0 I50.9 K59.00 J44.9 R05 K50.90 I63.9 L89. E86.0 Dementia/unspec
Define and explain e-prescribing. Empathetic sensitivity to diversity first requires those interested in healthcare to examine their own values, beliefs, and actions. Locate the main terms from the diagnostic statement in the Alphabetic Index. Deductible 17. What is the total for outstanding checks? A medical assistant who is empathetic respects the
individuality of the patient and attempts to see the person's health problem through his or her eyes, recognizing the effect of holistic factors on the patient's Name: Member ID number: Insurance Carrier: Insurance Fax Number: Date of Birth: Date: Ordering Physician: Clinic
Name and Address: Service Requested & Provider of Service Date: Diagnosis: ICD-10 Code: Procedure: CPT Code(s): Injury related? Upcoding 16. Name Date Score PROCEDURE 21-1. The is usually located in the header of a letter and provides
the clinic's name and address and may include other contact information. Create a plan of how to screen applications and résumés for a medical assistant job in a family practice department. Ms. Jordan calls at 4:45 pm on Friday afternoon, March 9, after Dr. Beard has left the office. The CPT coding manual organizes codes into the Alphabetic Index
and the 9. Written infection prevention policies and procedures are available and reflective of current research. Race: demonstrated Demonstrated Demonstrated Demonstrated Demonstrated Demonstrated Demonstrated Personal nonverbal
verbal communication communication (e.g., pleasant, helpful) Unacceptable Evidence of Learning 3 Limited Evidence Over 1 Limited Evidence O
needed to look at ease with the patient Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with the patient Student demonstrated a lack of respect for
a person who is different; verbal and/or nonverbal communication was disrespectful Student demonstrated a lack of respect for a person who is different; verbal and/or nonverbal communication was disrespectful 283 Copyright © 2017 Elsevier, Inc.
Observe how the system works and watch to see if the employees seem to have more or less of a workload. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system, without permission in writing from the
publisher, except that until further notice, instructors requiring their students to purchase Study Guide and Procedure Checklist Manual for Kinn's The Medical Assistant by Deborah Proctor may reproduce the contents or parts thereof for instructional purposes, provided each copy contains a proper copyright notice as follows: Copyright © 2017,
 Elsevier Inc. Beck has been diagnosed with the flu. Four basic forms of punctuation are used in the Tabular Index. Sometimes you will not be able to solve problems, or a conflict may not be important enough for you to act to change the situation. 1. The constant practice of considering all aspects of a situation when deciding what to believe or what
to do a. He also said that the provider seemed to spend less time with him that day than usual. Determine the level of service. Why might a crowded waiting room be a sign of inefficiency rather than the provider's popularity? A government-sponsored program under which authorized dependents of military personnel receive medical care was
originally called CHAMPUS but now is called . All rights reserved. Chapter 15 Medical Billing and Reimbursement First physician to recommend hand washing to prevent puerperal fever; believed there was a connection between
performing autopsies and then delivering babies Florence Nightingale Established the American Red Cross Elizabeth Blackwell Father of bacteriology and preventive medicine—developed pasteurization and the connection between germs and disease Joseph Lister Robert Koch Proved that yellow fever was transmitted by mosquito bites while serving
in the U.S. Army in Cuba Injected chemicals for the first time to treat disease (syphilis) Discovered the x-ray Marie Curie Alexander Fleming Developed the first injected vaccine Virginia Apgar Jonas Salk Performed the first human heart transplant Pioneered the technique of in-vitro
fertilization (IVF) AIDS research pioneer 2. An umbrella term for all healthcare plans that focus on reducing the cost of delivering quality care to patient members in return for scheduled payments and coordinated care through a defined network of primary care physicians and hospitals is . Study Groups Vocabulary At the beginning of each chapter in
 the textbook are vocabulary terms that you will encounter as you read the chapter. n. He should continue wearing the wrist splint for the next 2 weeks. Click on Ledger on the left and search for your patient. His pharmacy is Wolfe Drug, and the drugstore phone number is 214-555-4523. DEMONSTRATE EMPATHY, ACTIVE LISTENING, AND
NONVERBAL COMMUNICATION SKILLS; V.A3. List five illegal interview questions. Patients have expressed that they would like to be able to talk to a real person when calling the office after hours. INTERNET ACTIVITY OPTIONS Choose one or more of these activities and share your results with the class if appropriate. INTERNET ACTIVITY OPTIONS Choose one or more of these activities and share your results with the class if appropriate. INTERNET ACTIVITY OPTIONS Choose one or more of these activities and share your results with the class if appropriate.
Complete one or more of these activities and, if appropriate, share your results with the class. Possible Points Attempt 3 20 2. An 11-year-old boy was recently diagnosed with type 1 diabetes. List two different populations who would qualify for Medicare. If necessary, compare the medical documentation against the examples in Appendix C
(Clinical Examples) of the CPT manual. What seem to be the primary challenges in attempting to maintain professionalism in medical facilities? Healthy self-boundaries make it possible for us to respect our strengths, abilities, and individuality, as well as those of others. How do you calm her down and explain the physician's situation without
compromising other patients' confidentiality? List 10 barriers to patient learning. Using the computer and word processing software, compose the letter using one of the three business letter formats. A person who responds to conflict passively is truly not bothered by the situation. STUDY HINTS FOR ALL STUDENTS Ask Questions! There are no
stupid questions. Describe the information provided in the explanation of benefits (EOB). How can you make sure the message you send to a patient or co-worker is congruent? Both of you decide that Chris needs to work one-on-one with you as you room patients and interact with patients and families. He expressed that Sarah was quite short with
him last Tuesday and seemed very distracted as she talked with him in the examination room before the provider came in to treat him. 25. She would also like to know what her out-of-pocket expenses will be (how much of her deductible is left to be met, coinsurance, and copayment amounts). Compare the quality of the documents. He was delayed
completing his immunizations for his age and received the remaining vaccines (MMR and varicella) during the visit. The phone number is 123-123-5678. Jane must do a system could be used if a compromise occurs. All rights reserved. Chapter 16 Patient Accounts, Collections, and Practice Management BLUI
CROSS BLUE SHIELD 1234 Insurance Place Anytown, Anystate 12345-1234 James Martin, M.D. Walden-Martin Family Medical Clinic Claim Number: Group Number: Group Number: 1-99-16987087 ABC Company 55124T Employee: Patient: SSN: Prepared on: Ken Thomas Ken Thomas 783212215 M. Do you have access to the supplies
needed for compliance? All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting This page intentionally left blank Name: Date: WORK PRODUCT 10-2. PREPARE A BANK DEPOSIT CAAHEP COMPETENCIES: VII.P.2. ABHES COMPETENCIES: VII.P.
member's ID number? When sorting incoming mail, how is the mail related to patients handled before it is given to the provider? Any of a group of congenital anomalies of the brain and spinal column caused by failure of the neural tube to close during embryonic development Nutrient deficiency i. Audit h. He is hesitant to give informed consent,
however, because he has a history of hepatitis B and is concerned about the serious side effects from the drug. Define the following terms. Discuss the advantages of using an ergonomic keyboard. Describe why "c." would be used as a copy of the letter was sent to another person. Helps patients use their
leisure in ways that enhance health, functional abilities, independence, and quality of life n. All rights reserved. Chapter 5 Medicine and Law Excellent Evidence of Learning 1 Student uses active listening and therapeutic communications to
professionally communicate with the physician but does not use communicates the patient's decision not to follow the treatment plan Student communication skills to deliver the message Limited use of effective communication skills with the physician regarding the patient's decision not to follow
the treatment plan Student fails to communicate effectively with the physician regarding the patient's decision not to follow the treatment plan Score Score Score Score Score Score Score Attempt Attempt 1 2 3 Instructor Comments: 46
Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Brooke gets more and more irate each time she is asked to perform these duties because she is not compensated other than her normal hourly pay. Time began Time ended Total minutes: 251 Copyright © 2017 Elsevier, Inc. 63 Copyright © 2017 Elsevier, Inc. Patient c/o a sore
throat with pain of 7 on a 1-10 scale and fever for 2 days. Be as helpful as possible. The answer could be a matter of life or death for your patient. 324 Chapter 21 Patient Assessment Copyright © 2017 Elsevier, Inc. Explain three factors to consider when communicating with diverse patient groups. Do you think this site would be a good patient.
education choice for individuals who have access to the Internet? Remove the disposable gloves according to Procedure 20-1, apps and tools when she is 7. Language barriers c. On the Info Panel, click on Office Forms and then select Bank Deposit Slip. She received a bill later from the physician who evaluated the cyst for malignancies, 23. Compare
the old and revised nutrition facts labels and answer the following questions. Abstract the diagnostic statement or statement from the denial letter to the health
record, claim, and encounter form. Why is it necessary to prioritize tasks? Complete the remaining fields of the form. Time began Time ended Total minutes: Steps Possible Points Attempt 1 Attempt 2 Attempt 3 Using a Coding Manual 1. 15 9. Type the date in the correct location using the correct format. 244 Chapter 16 Patient Accounts,
Collections, and Practice Management Copyright © 2017 Elsevier, Inc. Do you smoke? 121 Copyright © 2017 Elsevier, Inc. Name of Patient/Date of Birth II. A system that is capable of interacting with another system is said to be 14. Kayla Swift was diagnosed with infectious mononucleosis. The coder must review the diagnostic statement to ensure
that all documented essential modifiers are identified. Patients with routine or lesser health issues are to be instructed to make an appointment to come in and see the physician or to go to the emergency department of Health and Human Services PCMH Resource
Center at . If he does refuse, is it important that his refusal of recommended treatment be documented in his health record? Review the OSHA Bloodborne Pathogens Standards. Anaphylaxis 2. Rosa is responsible for teaching a new member of the staff to sanitize and disinfect properly the instruments used throughout a typical day in the facility.
PERFORM ACCOUNTS RECEIVABLE PROCEDURES FOR PATIENT ACCOUNTS: CHARGES MAERB/CAAHEP COMPETENCIES: VIII.P.1. ABHES COMPETENCIES: 8.b.1. TASK: Enter charges into the patient account record manually and electronically. Write a report on the importance of coding accurately. 34. S: O: b. She says she also is itching
quite a bit around the site and is having trouble breathing. To develop therapeutic relationships, you must recognize your own value system to determine whether it could affect your method of interaction. Slighting; having a negative or degrading tone. INFORM A PATIENT OF FINANCIAL OBLIGATIONS FOR SERVICES RENDERED
MAERB/CAAHEP COMPETENCIES: VII.P.4., VII.A.1. ABHES COMPETENCIES: 5.c., 8.c., 8.f. TASK: Inform the patient of his/her financial obligation and demonstrate professionalism when discussing the patient's billing record. Briefly explain how "skips" can be traced. Summarize three obstructions to professionalism. Gender: Student demonstrated
Demonstrated respect through respect for appropriate individual body language diversity, (e.g., eye including contact, facial gender, by the expressions, use of gestures) and appropriate professional verbal and verbal nonverbal communication (e.g., pleasant, helpful) Student b. Platform where all the internal computer parts are
attached 3. and helps 12. The healthcare facility received a medical record to court. What did you learn? Scenario: During this role-play, Michael Smith is meeting with you regarding the bill he received in the mail. Vince suffered the loss of use of his ability to earn a
living. Other important factors include consistently performing respectful patients into the plan of care as active participants in their own health, providing research-based materials about patients into the plan of care as active participants in their own health, providing research-based materials about patients into the plan of care as active participants in their own health, providing research-based materials about patients into the plan of care as active participants in their own health, providing research-based materials about patients.
patients to ask questions and clarify treatment plans, and meticulous documentation of all patient interactions so there is a comprehensive and detailed written record of patient care. List the provisions of the Uniform Anatomical Gift Act. INTERNET ACTIVITY OPTIONS Complete this activity and, if appropriate, share your results with the class. 10
Attempt 1 Attempt 2 Attempt 3 313 Copyright © 2017 Elsevier, Inc. Students may want to computer in the classroom to disconnect and reconnect. To confirm that the claim was received, what information should the medical biller provide to the insurance carrier? If a mistake
is made when preparing a check, what should be done? Turn the computer on and use each device to make certain that it has been connected the right way. • Use restatement, reflection, and clarification to gather patient feedback and promote understanding. For the electronic method, click on Save. To protect yourself from infection and to prevent
the spread of the infectious disease to other children and their families, consistent application of CDC recommended hand hygiene practices is crucial. Barry White's alcoholism has caused cirrhosis of the liver without ascites. After you finish drying your hands and turning off the faucets, discard the used towels in a covered waste container. Using the
EHR software, prepare and print a copy of the Notice of Privacy Practices and a Disclosure Authorization form for the new patient. What should the medical assistant avoid the phrase "I know how you feel"? Match the following terms. Consistently review and apply HIPAA regulations
that apply to the facility. Double-check the e-mail addresses for accuracy. Use the zip code look-up tool on www.usps.com to find the zip codes for the following cities. The pylorus was intubated and 179 Copyright © 2017 Elsevier, Inc. With the scheduling software, select the correct provider and block the times the provider is unavailable. Dr. Patrick
wants the center to be built, but he also realizes that if Dr. Adams leaves, the practice will suffer a drastic loss of income. There is no single definition of the scope of practice laws covering medical assistant practice. Copayment 15. When you use
tactful behaviors, you demonstrate professionalism and you preserve relationships by avoiding common ground. Keep a running balance so the lines. The physician asked if she had noticed any blood in her urine or stool, and she denied blood in the urine but did mention
she had several episodes of diarrhea. Part X: Nonverbal Communication and the EHR 1. Greet and identify the patient in a pleasant manner. Describe the three different levels of hospitalized care: a. Provide the caller with excellent customer service. Part II: Application of Learning 1. Main Term: Essential Modifier: 9. Share this information with
your class. Language 11. Explain the difference between a deposition and an interrogatory. Allows graphical information to be sent to the monitor or the projector (provide all three names) Part IV: Secondary Storage Devices Describe the following terms related to storage devices. Time began Time ended Total minutes: Steps Possible Points
Attempt 1 Attempt 2 Attempt 3 Preparation *1. Leave one to nine blank lines between the date and the inside address, depending on the location of the body of the letter. Process by which an insurance carrier allows a provider to submit insurance claims directly to the carrier electronically. Headache Health exam Hematuria/unspec. Christian Hale,
3-year-old boy, suffers from croup syndrome. EQUIPMENT AND SUPPLIES: • Patient account ledger card • SimChart for the Medical Office software • Encounter form/superbill • Provider's fee schedule Scenario 1: Ken Thomas is a returning patient of Dr. Martin. CPT code 43236 is a similar code with submucosal injection. My name is Christina
Cawtel, and I was referred to your office by Dr. Preston for evaluation of an ovarian cyst. Use the Internet to locate a company that sells computers in your geographic area. Summarize these guidelines. Add in two deposits showing in the checkbook balance that do not show on the statement: $269.30 and $532.44. A patient just told you that she is not show on the statement in your geographic area.
longer going to take her cardiac medication as prescribed by the physician. You must maintain professional behaviors when dealing with all thirdparty representatives. 43 Copyright © 2017 Elsevier, Inc. RECONCILING WORKSHEET ABHES COMPETENCIES: 8.b. Use this work product for Part IV: Reconciling a Bank Statement. Main Term:
Essential Modifier: 4. 221 Copyright © 2017 Elsevier, Inc. Sales calls 3. Checks to be deposited: #3456 for $89; #6954 for $890.22. 1. Main Term: Essential Modifier: 2. between her verbal message and her body SKILLS AND CONCEPTS Part I: Short Answers Answer the following the follow
questions. Process of converting food into chemical substances that the body can use Diverticulosis e. Identify the type of ethical problem that each issue represents. Rinse the instruments under cold running water. 26004 Name of Patient:
                                                                                                 The information being disclosed may include: HIV/AIDS, Drug/Alcohol Abuse & Mental Health data. Using numeric guidelines, place the records to be filed in numeric order. Then write the different meanings or uses that you have found Reading Hints As you read each chapter
in the textbook, look at the subject headings to learn what each section is about. If appropriate, report HIPAA violations to the Office for Civil Rights at the Department of Health and Human Services (https://ocrportal.hhs.gov/ocr/cp/wizard cp.jsf) or file a complaint in writing by mail, fax, or e-mail. Greet and identify the patient by full name and date
of birth in a pleasant manner. Research the reportable communicable diseases in your state. EQUIPMENT AND SUPPLIES: • Pen • Completed Work Product 10-3 Supply Inventory Form or a completed supply inventory list (with item name, size, quantity, item number, supplier's name, reorder point, quantity to reorder, cost, and current stock
available) or Work Product 10-4 Completed Inventory Worksheet • Internet method: computer, internet, and printer • Catalog method: supply catalog, order form (see Work Product 10-5) and calculator Standards: Complete the procedure and all critical steps in three attempts. Monica greets her with a friendly "good morning." The patient comes
over to the front desk and starts speaking quite loudly about her concerns about how much her insurance will pay for the service she has scheduled today. Which procedure is more time efficient? Determine what certifications are available that relate to coding. Create a timeline from when the patient first visits the primary care provider (PCP) to
when the patient can see the specialist. Continue steps 5 through 7 until all supplies are inventoried. Investigate the Evolve site for the Kinn textbook and use the Medical Terminology section to review and practice medical terms. Document the telephone call with all pertinent information in the patient's health record. An individual who is assigned
by the court to be legally responsible for protecting the well-being and interests of a ward is identified as a(n). Staff Members at Dr. Julie Beard's Office: Physician Dr. Julie Beard Office Manager Julia Carpenter Clinical Medical Assistant Trina Martinez Clinical Medical Assistant Dean Howell Scheduling Assistant Stephanie Dickson Receptionist
Ginny Holloway Insurance Biller and Medical Records Gloria Richardson 87 Copyright © 2017 Elsevier, Inc. 107 Copyright © 2017 Elsevier, Inc. 107 Copyright © 2017 Elsevier, Inc. The patient has the right to know all treatment options and to participate in decisions about care.
popular in your area. Summarize three methods you can use to overcome barriers to communication. All rights reserved. Chapter 17 Banking Services and Procedures This page intentionally left blank Name: Date: WORK PRODUCT 17-3. 10 4. Ruby is feeling overwhelmed with being his only caregiver and realizes that she needs to find someone
to provide care for her father while she is working. 24. All rights reserved. Chapter 15 Medical Billing and Reimbursement This page intentionally left blank Name Date Score PROCEDURE 15-1. The patient decides to switch physicians because of her dissatisfaction with the management of her personal health information. Describe a coinsurance of
70/30 ratio. • Document the diagnosis code (from the Encounter Notes tab) in the DX field and any modifiers in the M1, M2, and M3 columns. Using the practice's new patient brochure, give a brief summary of the different parts of the brochure including how appointments are scheduled and the practice's new patient brochure, give a brief summary of the different parts of the brochure including how appointments are scheduled and the practice's new patient brochure, give a brief summary of the different parts of the brochure including how appointments are scheduled and the practice's new patient brochure, give a brief summary of the different parts of the brochure including how appointments are scheduled and the practice's new patient brochure.
resources for the patient and/or family member. She is a new patient who is visiting the office for the first time and needs to complete a health history form. Appearance: Student demonstrated Demonst
use of gestures) and appropriate professional verbal and verbal communication (e.g., pleasant, helpful) Adequate Evidence of Learning 2 Student demonstrated respect through appropriate body language and professional verbal communication, but more practice is needed to look at ease with
the patient Student demonstrated some or limited respectful verbal and/or nonverbal communication behaviors Unacceptable Evidence of Score Score
285 Copyright © 2017 Elsevier, Inc. He will get a 90-day supply with three refills. All rights reserved. Chapter 6 Medicine and Ethics Possible Points Steps 8. MANAGE APPOINTMENT SCHEDULING USING ESTABLISHED PRIORITIES: SCHEDULE A NEW PATIENT MAERB/CAAHEP COMPETENCIES: VI.P.1., VI.A.1., VII.P.3. ABHES
surface. Body language plays a significant role in therapeutic communications. condition is a disease that manifests over a long period because 6. Terri Holden attempted suicide, for the second time, using a handful of lithium. She changed career fields because she always wanted to work in healthcare and liked working with people. EQUIPMENT
AND SUPPLIES: • History form or EHR system with the patient's allergies, and a black pen to meet legal documentation guidelines • Quiet, private area Standards: Complete the procedure and all critical steps in three attempts. Jeffrey Rush has a personal history of
alcoholism. Tommy Lightman approached the office manager because he was concerned about the manner in which Sarah spoke to him in the office. What is the difference between scope of practice and standards of care? Have you ever broken a bone? Click on the Claim Info tab and review the autopopulated information. Georgia Summers went into
anaphylactic shock after drinking milk. Attempt 3 20 a. She sighs frequently and refuses to maintain eye contact. Miller, the dysplastic nevus found in the left axillary region looks as if it could be malignant. Make any final revisions, select any features to apply to the e-mail, and then send the e-mail. Abstract the correct diagnosis
SKILLS AND CONCEPTS Part I: Short Answers 1. The SOAP notes system of documentation divides the information into what four areas? 279 Copyright © 2017 Elsevier, Inc. Jerry Stein developed Kaposi's sarcoma in his lymph nodes during the final stages of AIDS. During Zach's second visit of the year, he incurred a $450 bill. Some individuals are
quite comfortable making purchases and paying bills online. How much RAM and ROM does the envelope attached to the provider to review and sign. The electronic record that originates from one facility is called the electronic record. All rights
some community or online resources that might help her create her own document. On the Clinical Care tab, make an Office Visit. All rights reserved. Chapter 22 Patient Education Possible Points Steps *6. SCENARIO: As Rosa administers a hepatitis B injection, the patient jumps back. Should she refuse to perform computer work? Using a pencil,
write the patient's name and phone number in the appointment book and block out the correct amount of time. ICD-10-CM codes can have up to don't have characters. 15 *3. Failure to perform a critical step indicated by an asterisk (*) results in an unsatisfactory overall score. 10 14. If you are not familiar with the procedure or the required supplies,
Attempt 1 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 350 Chapter 22 Patient Education Copyright © 2017 Elsevier, Inc. Describe the similarities and differences between the modified block letter format and the semi-block letter format. Gerald Weaver has osteoarthritis in his right
shoulder region. All rights reserved. Chapter 23 Nutrition and Health Promotion Nutrition facts labels are being revised in 2016-2017. Medical office c. Chiropractic care is one of the most common fields of methods that are not generally considered part of conventional medicine. To maintain the privacy of your student partner, ensure that he or she
lacked tact. Create and send an e-mail appointment reminder: Johnny Parker (06/15/2010) has an appointment at 10:00 AM next Tuesday. Describe the difference between a misdemeanor and a felony. All rights reserved. Chapter 21 Patient Assessment 14. Demonstrate sensitivity to the patient by showing empathy and clarifying that you
understand what the patient is stating. Push the glove down the hand, inside out, over the contaminated glove being held, leaving the contaminated side of both gloves on the inside. The physician took a problem-focused history, performed a problem-focused history, performed a problem-focused history, performed a problem-focused history.
healthcare facility meets standards and regulations according to the office's established policies and procedures. Elevated blood pressure e. Obtain special services or procedures that require advance permission. Use the full block letter format and create the following letter: James A. Discuss with the class. She stated that she was exhausted even
after a full 8 hours of sleep at night. 40 253 Copyright © 2017 Elsevier, Inc. The provider recommends he lose weight, follow a high-fiber, reduced saturated-fat diet, and quit smoking. All rights reserved. Chapter 12 Basics of Diagnostic Coding 6. The office manager is particular about the able to access information quickly. • Click on the Office Visit
you created. Considering all practical alternatives helps the medical assistant make the best ethical decisions. Role-play the information the physician gave Mr. Shields about his treatment choices. All rights reserved. Chapter 21 Patient Assessment Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 340 Chapter
21 Patient Assessment Copyright © 2017 Elsevier, Inc. Facility provides training and supplies necessary for adherence to hand hygiene. Create a professional e-mail to the attendees informing them of the meeting. PVD Radiculopathyp Rectal bleeding Renal failure Sciatica Shortness of breath Sinusitis, chr./unspec. Verify the name and DOB
Recommend patients to community resources c. He appears as if he hasn't had a shower in days. Perceiving 6. Sensitivity to the individual needs and reactions of patients h. Main Term: Essential Modifier: 163 Copyright © 2017 Elsevier, Inc. When speaking on the phone or in public, Dr. Conn knows that he should avoid listeners interested and
enthusiastic about what he has to say. He is concerned because his mother and grandmother both lost their eyesight in their later years. Poe is blind in one eye and cannot read easily and Mr. Poe has hearing problems. What four elements must be present in a medical professional liability case before negligence can be proven? Research codes of
ethics for healthcare workers online. Scoring Criteria (1 thru 4) Demonstrates sensitivity to patient rights Excellent Evidence of Learning 2 Unacceptable Evidence of Learning 3 Limited Evidence of Learning 2 Unacceptable Evidence of Learning 3 Limited Evidence of Learning 4 Adequate Evidence of Learning 3 Limited Evidence of Learning 5 Limited Evidence of Learning 6 Learning 7 Limited Evidence of Learning 8 Limited Evidence of Learning 8 Limited Evidence of Learning 9 Limited Evidence Over 1 Limited Evidence 1 Limited Evid
and encouraging patients to ask questions and clarify treatment plans Student demonstrates mastery level of sensitivity to patient to ask questions to clarify the treatment plan Student is developing competency in sensitivity to patient rights but does not encourage the patient to ask questions to clarify the
treatment plan Student does not demonstrate sensitivity to patient responds in an irritated tone. HIV Testing d. CHAPTER OBJECTIVES Concepts While studying, put difficult concepts into your own words to determine whether
you understand them. Coinsurance l. The office manager does nothing to correct this error. Nonessential modifiers c. What does professionalism mean? All rights reserved. Chapter 14 Basics of Health Insurance Match the types of insurance benefits with their description. 260 Chapter 17
Banking Services and Procedures Copyright © 2017 Elsevier, Inc. Do you or anyone you know have personal experience with the insurance marketplace? P., a person who pleads of her actions while she is at work could affect whether a patient complies 3. If the typist is preparing the letter for a physician, the typist will also need to include a
reference notation. • Use a friendly, professional tone of voice and use words that don't belittle, demean, or purposely make the other person feel uncomfortable. All rights reserved. Chapter 5 Medicine and Ethics VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms of the correct vocabulary terms o
from this chapter. Define helminths and give two examples of helminths that can cause disease in humans. Write the zip code on the line to the right of the city. All rights reserved. Chapter 4 Therapeutic Communications 19. Complete the following table that outlines medical pioneers and their achievements. Does your state have a scope of practice
law? needed. • Questions to ask Sarah: • What action should be taken after speaking with Sarah? If using paper messaging, keep old message books for future reference. Fomite 9. Describe the impact of the inflammatory response on the body's ability to defend itself against infection. How does this individual's work affect medicine today?
Nonsufficient funds check m. Document the teaching intervention. How may they be helpful to the doctor and the patients? When it is 5 pm in Las Cruces, New Mexico, it is 4. A federally sponsored health insurance program for those over 65 years or disabled individuals under 65 years b. RECOGNIZE THE IMPACT PERSONAL ETHICS AND MORALS
MAY HAVE ON THE DELIVERY OF HEALTHCARE Explanation: Student must achieve a minimum score of 3 in each category to achieve competency. Proofread the completed form and the medical facility. What is an EHR? If there is a balance, bring
this to the patient's attention when he or she comes for the appointment. Attempt 2 Attempt 3 30 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 110 Chapter 9 Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. Share the information you find with the class. Thomas
Charles Bruin 28. Chain of command 4. Prepare the examination rooms by turning on the lights 7. 282 Chapter 18 Supervision and Human Resources Management Copyright © 2017 Elsevier, Inc. Hospitalization Surgical Basic medical a. EQUIPMENT AND SUPPLIES: • Computer with Internet and/or a telephone book • Paper and pen • Community
Resource Referral Form (Work Product 19-1) or referral form Standards: Complete the Procedure and all critical steps in three attempts. Describe two areas of concern when sending an e-mail or text message. Thomas (patient and insured) 398 Larkin Avenue Anytown, AL 12345-1234 Phone: 123-784-1118 DOB: 10/25/1961 SSN: 783-21-2215 HIPAA
Patient Education Copyright © 2017 Elsevier, Inc. Your provider requires that all patients change into a gown for the general examination. Skin tension test that can reveal dehydration Triglyceride g. Document the patient's concerns, information given by the patient, and the provider's orders in the health record. Discuss five communication barriers
 that can result in misunderstanding of the medical assistant's message a. Place the correct number in the chain of infection next to the corresponding letters that follow. Standard wheelchair 178 Chapter 13 Basics of Procedural Coding Copyright © 2017 Elsevier, Inc. As new research and experience broaden our understanding, changes in research
methods, professional practices, or medical treatment may become necessary. They are divided into three groups based on the complexity of their molecules: simple sugars, complex carbohydrates (starch), and dietary fiber. Add in the units and charges. Weight loss clinic d. is found at the etiology code so that the underlying condition is sequenced
first fol- 13. If recording the information in the patient's EHR, accurately locate each box; errors in the EHR should be corrected and are automatically tracked within the system. 9 Scheduling Appointments and Patient Processing VOCABULARY REVIEW 1. 2. TIA Ulcer, duodenal/unspec. Who should be present? When she tells him that he has a
previous balance from a claim that his insurance did not pay, he argues that Karen filed the claim incorrectly. Dr. Cartwright failed to follow the care of a hospital patient to whom he was assigned and may be guilty of or . among the staff at Dr. Wykowski's office has become strained since the office manager was 9. Do you think the site is a good
 educational tool for the general public? Do these biases create barriers to ethical care? Money given to the provider in exchange for services E. 106 Chapter 9 Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. Proofread both the e-mail and the agenda. Removal of nasal polyp, right nostril 17. Routinely apply Privacy
Rule regulations to all operations to all operations in the medical office. The ledger is optional, but could also be completed.) Scenario: You are working at Walden-Martin Family Medical Clinic, 1234 Anystreet, Anytown, AL 12345 (phone: 123123-1234). • Add any remaining fees. Identify how the supply should be counted (e.g., each, by box) and count the number of
items in stock. Manual Method: A. After the physician leaves the room, Antonio tells you he doesn't understand what the physician told him. List and define the four types of ethical problems that individuals in healthcare may face. Use Procedure 15-1 for this activity. 10 Attempt 1 Attempt 2 Attempt 3 67 Copyright © 2017 Elsevier, Inc. The radiology
department in your facility performs MRI. Because the medical practice is a business, a. EQUIPMENT AND SUPPLIES: • Computer with word processing software and e-mail • Paper and pen Standards: Complete the procedure and all critical steps in attempts. Repeat the date and time of the appointment to ensure that the patient has the correct
information. All rights reserved. Chapter 7 Technology and Written Communication WORKPLACE APPLICATION OPTIONS Complete one or more of these activities and, if appropriate, share your results with the class. When saving appointment times for same-day appointments, make sure to indicate this in the appointment book using pencil, which
can be erased, and the patient's information can be entered on the day of the appointment. Record the code or code ranges that best match the procedural statements in the surgical report. When it is 3 pm in Dallas, it is in Los Angeles, California. Hot Coffee, MS e. Found on the patient's health insurance ID card and is needed to identify the specific
health plan to which the claim should be submitted. Computer hardware and software that perform data analysis, storage, and archiving are called a(n). is a storage form of fuel that is used to supplement carbohydrates as an available energy source. Go to the Health and Human Services site, www.hhs.gov/ocr/privacy/hipaa/understanding/, to learn
more about HIPAA. What are the advantages and disadvantages and disadvantages and disadvantages and disadvantages and disadvantages and like to include is communication using an age-specific approach
Write a report on the meaning of professionalism, highlighting a person you believe is the epitome of professionalism in the medical facility that
links personal computers with peripheral devices to share information and resources is called a(n). Dr. Jones uses the a specialist and to the emergency department at the local hospital. Student's nonverbal communication was perceived as being awkward, disrespectful, and/or unkind; lacking proper eye contact and/or normal tone of voice. Did the
medical assistant display sensitivity to the diverse needs of the patient throughout the interview process? Discuss advances in technology that affect the medical office. A procedure, service, or diagnostic statement? Use the Patient Search button at the bottom to
find the patient. Standards: Complete the procedure and all critical steps in three attempts. 40 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Gayle gained in computers by taking Saturday classes on the newest software. Diverse Religion 1. Identify the insurance plan and HMO network, if applicable. Attach the agenda to the e-mail
and send the e-mail. A(n) adjustments. Name Date Score PROCEDURE 14-4. Using the appointment book, write in the providers' names for each column and then draw an X through their unavailable times. 25 Using the appointment book, write in the providers' names for each column and then draw an X through their unavailable times.
 elements to code evaluation and management codes. Poison control 10. Role play #2: You must explain to Ken, who is upset with his insurance coverage, that he would have to cover the $250 inhaler. With the scheduling software, ensure the old appointment time is removed from the schedule. Determine the extent of the examination performed.
Today is Monday, and she says she cannot come into the clinic this week. When a clearinghouse sends a confirmation report, what should the medical biller do? Identify any supplies or materials the attendees should bring to the medical biller do? Identify any supplies or materials the attendees should bring to the medical biller do? Identify any supplies or materials the attendees should bring to the medical Assistant and the Healthcare Team Mrs. 10 *13. Day 2: 136/84 in the
am, 142/86 in the pm. Nonemergency number for the patient is being seen by a provider for the first time, it is assumed that the patient in good faith to the best of his or her ability. Complete the
claim form using a pen. He owes $210. New cases of HCV must be reported within 24 hours, but it can be done either online or by mail. The following currency needs to be deposited: (19) $10 bills; (10) $10 b
Acknowledgement of Practice's Notice of Privacy Practices: By subscribing my name below, I acknowledge that I was provided a copy of the Notice of Privacy Practices and that I have read (or had the opportunity to read if I so chose) and understand the Notice of Privacy Practices and agree to its terms. Sarah Kay Haile 9. She peeks her head out of
the examination room doorway and demands to know what is taking so long. Repeat this process with the software until all the times are blocked. Name Date Score WORK PRODUCT 15-1. "x" is used to fill in for positions that are used to map ICD-9-CM codes to the current ICD-10-CM diagnostic codes. Write the corresponding letter for the physician
Insurance Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the in the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment, she looked for the interest and shape a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy opened a shipment of the box. 144 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. When Cathy o
stages of the patient interview. Summarize your findings and discuss how to avoid making these errors in your future career. What type of patient education material should Taylor provide? What information might be found in the Remarks codes on the EOB? 5 11. Double booking 6. This activity can be completed using either: • A paper form
(HIV). 18. Determine a good program for use in the medical office and be able to defend your decision in a class presentation. View the appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment schedule and determine the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the first Friday that would have an open appointment of the fir
plant products in origin. 15 2. If the e-mail has two recipients, separate the first name using a semicolon (;). Part VII: The Reception Area 1. Practice speaking and reading aloud. Role-play the information that Dr. Patrick gave Mr. Shields about his care and treatment choices. Save the information. Determine the place of service from the progress
Nutrition and Health Promotion 4. An assessment that weighs the benefit of attracting patients', , , , and needs. Notify the facility of any urgency for test results. All rights reserved. Chapter
22 Patient Education WORKPLACE APPLICATION OPTIONS Complete one or more of these activities and, if appropriate, share your results with the class. Describe five items you can evaluate when looking at online health websites. Practice writing a restrictive endorsement using the image on Work Product 17-2. CASE STUDY Read the case study.
55124T Blue Cross Blue Shield (BC/BS), 1234 Insurance Place, Anytown, AL 12345-1234 For questions, contact Member's Services at 180-012-3111 Part V: Perform Precertification With Documentation For this activity, you will complete a precertification/prior authorization request form. Athletic trainer r. PERFORM AN INVENTORY WITH
DOCUMENTATION: EQUIPMENT INVENTORY MAERB/CAAHEP COMPETENCIES: VI.P.9. ABHES COMPETENCI
HEALTHCARE SETTING CAAHEP COMPETENCIES: X.P.2., X.P.6. ABHES COMPETENCIES: 4.b., 4.f. TASK: Be aware of HIPAA privacy and release of information rules and apply them in the ambulatory care center. Diagnostic medical sonographer k. Lilly's for seeing the physician today is a sore throat. Use professional, tactful verbal and nonverba
communication as you work with the patient and family, codes provide information on the health insurance marketplace using the following demographics. How will you interact with Robert when
he comes to his first appointment? Provides reimbursement for all or a percentage of the cost of refraction, lenses, and frames Disability c. State Capitol Ave Hartford CT d. No pain noted in arms. Providing exceptional customer service can actually interfere with job duties. Empathy is the key to creating a caring, therapeutic environment
Using the following case study, role-play with your partner how you would explain to a patient the rationale for performance of a procedure. All rights reserved. Chapter 2 The Medical Assistant and the Healthcare Team Use the appropriate terms to complete these sentences. A steady employee whom a new staff member can approach with
questions and concerns. 10 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 118 Chapter 9 Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. What is the copay for primary care (PC)? Abstract the procedures and/or services from the procedural statement in the surgical report
All rights reserved. Chapter 7 Technology and Written Communication 3. Checking account d. Dr. Adams has threatened to leave the practice unless Dr. Patrick votes against the
                                                                                                                                                                                                                                                 olect. Tamika Noelle Frazier 21. I saw Dr. Beard on Monday about a rash on my forearms. Palilatiye 299 Cot
ability. Remain sensitive to the diverse needs of your patient throughout the interview process. PERFORM AN INVENTORY WITH DOCUMENTATION: PERFORM AN INVENTORY OF SUPPLIES WHILE USING PROPER BODY MECHANICS MAERB/CAAHEP COMPETENCIES: VI.P.9., XII.P.3. ABHES COMPETENCIES: 8.e. TASKS: Perform a supply
inventory using correct body mechanics; document the inventory on the supply inventory form. Complete blocks 24I through 27 by entering information on the provider's or healthcare facility where the service was provided and the patient's account number. are broad sections of the ICD-10-CM coding manual grouped by disease and injuries.
WORKPLACE APPLICATION OPTION Complete this activity and, if appropriate, share your results with the class. 5 3. List seven items that should be included in the plan. I may revoke my consent in writing; however, previous disclosures are considered valid based on my prior consent. The Smiths' newborn, Jacob, has a birthmark on his neck.
Identify factors that may limit the patient's ability to learn and implement lifestyle changes. in Columbia, South Carolina. You have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance form that you have been asked to complete an insurance for the form that you have been asked to complete an insurance for the form that you have been asked to complete an 
members are a(n) part of the success of a practice. The Peete family was considered though they were able to pay basic living expenses. The arms should be extended from the body with the hands pointed down. On the back of the health insurance ID card, ensure that a customer service phone number and medical claims address is present. Ask the
patient the purpose of her visit and the onset, duration, and frequency of her symptoms. All rights reserved. Chapter 15 Medical Billing and Reimbursement Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 228 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Your pediatric
provider is held up at the hospital because of an ill child. CMS-1500 d. Turn to the Tabular List and find the first code or code range from your search of the Alphabetic Index. Value systems begin as learned beliefs and behaviors. What is the most expensive procedure on the list? The receiver attaches meaning determined by his or her past
experiences, culture, self-concept, and current physical and emotional states. Jean Burke, NP gave him a prescription for amoxicillin. Name Date Score PROCEDURE 9-3. She and the office manager have been at odds since Barbara redesigned several forms that had been in use at the clinic but had been copied over and over again and looked quite
unprofessional. Trans fats SKILLS AND CONCEPTS Part I: Short Answers 1. Research the Certified Coding Specialist (CCS) certification by the American Health Information Management Association (AHIMA) and explore opportunities for a career in coding. Patient c/o a headache with pain of 8 on a 1-10 scale and nausea for 3 days. B. All rights
reserved. Chapter 18 Supervision and Human Resources Management This page intentionally left blank Name Date Score PROCEDURE 18-1. Address the questions and clarify any information that is required. Code all of these conditions. Willful neglect Part VIII: EHR Capabilities 1. What should you do if one of the sisters asks for your personal
opinion on her father's situation? Kate Glasgow is an 82-year-old patient in the family practice where you work. Instructor Comments: 169 Copyright © 2017 Elsevier, Inc. Describe the processes for precertification using the paper method. Active listening techniques encourage patients to expand on and clarify the content and meaning of their
messages. courtesy, but a diplomacy, and little more courtesy, but a improvement is lot more needed. Even though the mother is not listed as Sue's personal health information (PHI), Taylor answers her questions about Sue's illness. The patient's name is Laura Williamson, date of birth January 14, 1984 and her WBC count is 18,000. Determine any
special instructions for the patient or special anesthesia requirements. Type the message in the body of the letter using the proper location and format. Lorienda Gaye Robison 6. • Use supplies and equipment the patient will use at home. Code additions that explain circumstances that alter a provided service or provide additional clarification or detail
are called . How should you, the medical assistant, approach this patient? She will be attending a conference from 2:00 PM to 4:00 PM. Search the Internet for employment laws that pertain specifically to your state. Nosocomial infections SKILLS AND CONCEPTS Part I: Short Answers 1. EQUIPMENT AND SUPPLIES: • Patient health record •
Preauthorization form • Patient's insurance ID card Standards: Complete the procedure and all critical steps in three attempts. List three of the five ways to determine whether a subpoena is valid. Patients have a higher financial responsibility when they access care that is 35. Mnemonic 7. Mastery of the knowledge, skills, and behaviors that are
expected of the entrylevel medical assistant 8. A learning device, such as an image, rhyme, or figure of speech, that is used to assist in remembering information b. Explanation of benefits (EOB) e. Describe five precautions for accepting checks in the healthcare facility. When a patient calls for an appointment, identify the patient's insurance plan. 10
 7. What influences you to act in a certain way? Switch the phones to the answering service Part II: Security in the Medical Facility Read the following scenarios and answer the questions. 29 Copyright © 2017 Elsevier, Inc. Dr. Walden prefers to perform all wellness examinations in the morning. Joseph Jordan was diagnosed with underachievement
in school and sent for counseling. Describe positive nonverbal behaviors that enhance interactions with patients. Exhaustion of physical or emotional strength or motivation, usually as a result of prolonged stress or frustration. What are the core entry-level competencies required by programs that have or are seeking Commission on Accreditation of
Allied Health Education Programs (CAAHEP) accreditation? A(n) problem. Write these concepts in your notebook. 328 Chapter 21 Patient Assessment Copyright © 2017 Elsevier, Inc. 10 Attempt 1 Attempt 2 Tomments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 320 Chapter 20 Infection Control
                                                                           Name of Patient (Printed)
                                                                                                                                                                                       Date 52 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Research the history of the CMS-1500 claim form. Research the most common errors that occur when submitting medical claims. 30 *3.
                                                                                                                                                 Signature of Patient
WORKPLACE APPLICATION Stepping into the medical environment, where confidentiality is so important, may be a difficult adjustment for some new medical assistants. Conduct a patient assessment. Explain the meaning of each of these letters. The entire Blair family sees one physician. Ulcer, peptic/unspec. All rights reserved. Chapter 11 The
Health Record 6. Explain the importance of each level. Please call as soon as you can. Did the medical assistant explain any medical terminology used throughout the interview? All extra funds should be spent on marketing 2. Telemedicine is a reflection of what primary healthcare goal? Preconceived ideas about people because of their race, religion,
income level, ethnic origin, sexual orientation, or gender can act as barriers to the development of a therapeutic relationship. TOTAL CALCULATE THE SUBTOTAL
                                                                                                                                                                                                                                                                                                                                                                  -$ CALCULATE THE ENDING BALANCE This amount should be the same as the
                                                                                                                                                                                                                                        $ SUBTRACT The total outstanding checks and withdrawals from the chart at left
                                                                                         $ TOTAL $ 275 Copyright © 2017 Elsevier, Inc. PERFORM ACCOUNTS RECEIVABLE PROCEDURES IN PATIENT ACCOUNTS: PAYMENTS AND ADJUSTMENTS MAERB/CAAHEP COMPETENCIES: VIII.P.1. ABHES COMPETENCIES: 8.b.1., 8.b.2. TASK: Process payments and
current balance shown in your check register
adjustments to patient account records accurately. Type the signature block using the correct format and location. Investigate the material on healthcare-associated infections and summarize what you have learned. Click on the Encounter Notes tab. Carefully read the information given in each table and study each figure and its legend. In the
BALANCE FIELD put 32.00 173 Copyright © 2017 Elsevier, Inc. Define patient-centered care. COACH PATIENTS IN HEALTH MAINTENANCE, DISEASE PREVENTION, AND FOLLOWING THE TREATMENT PLAN CAAHEP COMPETENCIES: V.P.4., V.A.3. ABHES COMPETENCIES: 5.e., 9.j. TASK: Coach patients about health maintenance, disease
prevention, and the treatment plan while appropriately considering individual patient factors SCENARIO: Carmen Barone is a 78-year-old patients, and patients should be allowed to reschedule 3. Identify the defense mechanism displayed by the following
patients: a. Currency: • (22) $20 bills • (3) $50 bills • (68) $1 bills • (20) $10 bills • (20) $10 bills • (20) $10 bills • (20) $20 bills • (20) $10 bills • (20) $20 bills • (20) $20 bills • (20) $10 bills • (20) $10 bills • (20) $10 bills • (20) $10 bills • (20) $20 bills • (20) $10 bills • 
of the caller and provide the requested information or service if possible. 20 Attempt 3 111 Copyright © 2017 Elsevier, Inc. Speak in a pleasant, distinct voice, remembering to maintain eye contact with the patient. PATIENT HIPAA ACKNOWLEDGMENT Corresponds to PROCEDURE 5-1 CAAHEP COMPETENCY: X.P.4. ABHES
COMPETENCY: 4.q. PATIENT HIPAA ACKNOWLEDGEMENT I. Explain how the medical assistant can perform patients with special needs. What would you do? Determine when it was first used and the changes that the form has undergone since its inception. Discuss the results of the visit with the class. S O A P E
Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 335 Copyright © 2017 Elsevier, Inc. appointment, he looks concerned. Robert Hill has experienced pain when he urinates for the past 3 weeks. 60 Chapter 6 Medicine and Ethics Copyright © 2017 Elsevier, Inc. Julia prefers a(n) filing system, in which the letters
of the alphabet are used to identify a file. The consent form should be scanned and uploaded into the electronic health record or placed in the paper record. Do you have a headache? Employees are not allowed onto social employees to access these Internet sites. Mr. Ross's message was received on July 23 at 10:15 am. Review the conventions and
notes in the Alphabetic Index. Policyholders of these plans and their dependents choose when and where to get healthcare services. Internet method: Using the internet, find the online store used for ordering the needed supplies. In other words, we expect those we live and work with to recognize and understand our personal limits, and at the same
time we must respect the self-boundaries displayed by others. To maintain the student's privacy, he or she does not have to share any confidential information. Mentor n. The Disclosure Authorization form should indicate that the disclosure will be to the patient's insurance company. Angina/unspec. patients have of the office staff and take steps to
ensure that order. Why are medical assistants defined as multiskilled healthcare workers? No insurance payment has been credited to his account, and a note indicates that his insurance was not in effect at the time of his office visit. 355 Copyright © 2017 Elsevier, Inc. Demonstrate telephone techniques by answering the telephone by the third ring.
Once the patient's responsibility has been determined, from the primary insurance EOB, what is the next step for the medical biller to take? A(n) will make financial decisions about the estate of a deceased patient. Colon 2. Uses equipment that produces sound waves, resulting in images of internal structures 15. is produced by the liver and is found in
animal foods; it can produce atherosclerotic plaque deposits are composed of units known as amino acids, which are the materials the body uses to build and 6. The required documentation is present in the health records, but the providers have been selecting less specific codes for the appointment types. What should the medical assistant do if a
caller refuses to identify himself or herself? Dr. Kirkham, otolaryngologist i. Create a document for an office policy manual that defines and explains how the medical assistant working in the healthcare facility should display professionalism toward patients, co-workers, physicians, and visitors. Mr. Shields has opted to refuse medical treatment and try
a homeopathic approach to treatment of his cancer. The log was not completed by the medical assistant who closes the door, which is Zach's good friend Sam. List six qualities of an effective manager. 41 Copyright © 2017 Elsevier, Inc. Follow up on outstanding patient issues and
new diagnostic test results 2. Locate a job description for a medical coding specialist and compare and contrast the following patient scenario. Click the Submit Claim button. SKILLS AND CONCEPTS Match the following terms and definitions
Coach the patient appropriately considering his or her diverse cultural factors, development and instruments 3. All rights reserved. Chapter 16 Patient Accounts, Collections, and Practice Management INTERNET ACTIVITIES Complete one or more of these
activities and share your results with the class, if appropriate. Student Name Date AFFECTIVE COMPETENCY: VII.A2. Learning style 2. The way an individual looks at information to learn new material 4. The way an individual internalizes new information
and makes it his or her own e. 302 Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. EQUIPMENT AND SUPPLIES: • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice management and EHR software • Computer with SimChart for the Medical Office or practice with the Medical O
Wet your hands again and repeat the scrubbing procedure using a vigorous, circular motion over the wrists and hands for at least 1 to 2 minutes. 10 5 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 226 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. DENTAL CLAIMS to: PO
Box 23060 Belleville, IL 62223 TDI SAMPLE BAV Dependent First M Last BIN 011552 Rx PCN BCTX PC/SPC Emergency Rx Deductible Rx Copay Brand $20/$40 $200 $50 $100/120 $100/200/300 Member Customer Service Pre-Authorization Dental Customer Service DNoA Pref Network 1-888-697-0683 1-100/200/300 Member Customer Service Provider Customer Service Provider Customer Service Provider Customer Service DNoA Pref Network 1-888-697-0683 1-100/200/300 Member Customer Service Provider Customer Service DNoA Pref Network 1-888-697-0683 1-100/200/300 Member Customer Service Provider Customer Service DNoA Pref Network 1-888-697-0683 1-100/200/300 Member Customer Service Provider Customer Service DNoA Pref Network 1-888-697-0683 1-100/200/300 Member Customer Service Provider Customer 
800-451-0287 1-800-441-9188 1-800-820-9994 1-800-972-7565 Pharmacy Benefits Manager 209 Copyright © 2017 Elsevier, Inc. She is extremely upset and worried about the baby and is having difficulty giving you specific details about the medicine she has given the child and when he first became ill. A harmful, false statement made about another
person identified legally as an oral defamation or insult is called . 13. b. Describe how the patient's chronologic age and developmental age result in the need to adapt the teaching plan for the following patients. Make a list of five things you value the most and share them with the class. Click on the Form Repository icon. All rights reserved. Chapter
Daily Operations in the Ambulatory Care Setting This page intentionally left blank Name: Date: WORK PRODUCT 10-3. Select the Prior Authorization Request from the left Info Panel. Give the patient appropriate handouts and if possible conduct an online search of community resources that might be of benefit. Summarize your findings and
discuss them with the class. Determine the ethical approach to use. CASE STUDY Dr. Rogers has diagnosed Mrs. Role-play your interaction with Mr. Shields about follow-up with Dr. Patrick. Proofread the completed form. All rights reserved. Chapter 6 Medicine and Ethics Possible Points Steps 6. The Accrediting Bureau of Health Education Schools
(ABHES) also focuses curriculum requirements on student competency achievement with the following eleven areas of study: a. The clinic's personnel include three providers, six administrative personnel, and four clinical assistants, plus you, the office manager. All rights reserved. Chapter 20 Infection Control Comments: Points earned ÷ 100
```

possible points = Score % Score Instructor's signature 314 Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. SHOW SENSITIVITY WHEN COMMUNICATING WITH PATIENTS REGARDING THIRD-PARTY REQUIREMENTS MAERB/CAAHEP COMPETENCIES: VIII.A.1., VIII.A.3. ABHES COMPETENCIES: 5.c., 8.f. TASK: Interact

Information (PHI): Print Name: S3 Copyright © 2017 Elsevier, Inc. Covered transactions e. Constipation 353 Copyright © 2017 Elsevier, Inc. How might the medical assistant approach Ms. Graham's learning style? Place the health record in the correct location. Spell-check and proofread the e-mail. While you are

```
professionally with third-party representative and demonstrate sensitivity through verbal and nonverbal communication when discussing third-party requirements with patients. You are employed by a cardiologist who has just returned from a cruise that was sponsored by a major pharmaceutical company. Antibody 3. What can Aretha do to improve
communication with Rahima? Describe what it means to be a critical thinker. Zach had surgery, which was his third claim of the year. Practice proper hand washing for the next 24 hours. EQUIPMENT AND SUPPLIES: • Sink with running water • Antimicrobial liquid soap in a dispenser (bar soap is not acceptable) • Disposable nail brush or orange
stick • Paper towels in a dispenser • Water-based antimicrobial lotion • Covered waste container with foot pedal Standards: Complete the procedure and all critical steps in three attempts. Create a list of items and equipment needed for the meeting (e.g., whiteboard, easel pad and easel, projector, and computer). All rights reserved. Chapter 11
Health Record Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 116 Chapter 1 The Health Record Copyright © 2017 Elsevier, Inc. 10 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 116 Chapter 9 Scheduling Appointments and Patient
Processing Copyright © 2017 Elsevier, Inc. Roberta the notes from the last staff meeting to all employees. 102 Chapter 9 Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. Roberta the notes from the last staff meeting to all employees. 102 Chapter 9 Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. D. Deliver the phone message to the appropriate person. For therapeutic communication to be successful, it is essential that the medical assistant
be aware of and sensitive to the impact of these factors on patient interactions. Gerald Morris calls Dr. Beard's office visit. The ledger is optional, but could also be completed.) 1. During the discussion Ms. Lange says she stopped taking the medication prescribed by the provider because of
the side effects. Put the color-coding labels on the bottom right edge of the folder. Using the computer and e-mail address. You need to scan in the original documents and upload them to the EHR. Patient navigator 5. Other factors that influence reactions include socioeconomic and educational backgrounds.
Olivia realized that she needed to take a(n) anatomy and physiology. 293 Copyright © 2017 Elsevier, Inc. Covered entities c. Discretionary income b. Did your mother have a history of cancer? Negotiable instruments 7. Medical assistants may find it helpful to write a patient's name using pronunciation. 5 2. Atrial fibrillation B-12 deficiency Back
pain, low BPH Bradycardia/unspec. Flash storage devices 5. Time began Time ended Total minutes: Steps Posting Payments and Adjustments Manually 1. m. Differentiate between system software and application software. To make the experience more realistic, choose a student about whom you know very little. Dr. Faught, internal medicine
Jack Monroe is the lead singer for a popular rock band. When preparing to pay the monthly bills, Brigitte reviews the Community RESOURCES RELATED TO PATIENTS' HEALTHCARE NEEDS AND FACILITATE REFERRALS
MAERB/CAAHEP COMPETENCIES: V.P.9., V.P.10. Cancer 3. Describe the three components of active listening and give an example of each. She is failing at her job, she realizes that two new physicians have joined the practice since Dorothy left, and numerous calls come to the clinic
for those two physicians. Select a student with whom to role-play as a patient. Liaison f. All rights reserved. Chapter 17 Banking Services and Procedures This page intentionally left blank with the correct vocabulary term from the list. Document the
following scenarios in the Progress Notes section of the medical record using POMR practices. 50 Attempt 1 Attempt 2 Attempt 2 Attempt 3 195 Copyright © 2017 Elsevier, Inc. Your supervisor is upset about the complaints, but more concerned because of the diversity of the patients complaining about Chris. EQUIPMENT AND SUPPLIES: • Paper health
records using the alphabetic filing system • Paper health records using the numeric filing system • File box(es) or file cabinet Standards: Complete the procedure and all critical steps in three attempts. Sally must install a new version of the Internet. Infection cannot occur without the presence of an infectious microorganism, so the best way for
healthcare workers to prevent the spread of disease is to use adequate infection control procedures, such as consistent hand washing. What is this tool used for? Write the information on the order form and calculate the cost using the calculator. Use restatement and clarification to make sure the patient understands the diagnosis and treatment plan
Using a message pad or the computer, take the phone message (either on paper or by data entry into the computer) and obtain the following information: 20 Attempt 1 Attempt 2 Attempt 3 • Name of the person to whom the call is directed • Name of the person to whom the call is directed • Name of the person calling • Caller's telephone number • Reason for the call • Action to be taken • Date and
time of the call • Initials of the person taking the call 3. All rights reserved. Chapter 7 Technology and Written Communication SKILLS AND CONCEPTS Part I: Matching Exercises Match the following terms with their definitions., which uses a variety of treatment is the process by which something becomes harmful or unusable by contact with
something 6. S: O: d. PARTICIPATE IN BLOODBORNE PATHOGEN TRAINING AND A MOCK ENVIRONMENTAL EXPOSURE EVENT WITH DOCUMENTATION OF STEPS CAAHEP COMPETENCIES: 9.a., 9.g. TASK: Manage an exposure incident according to OSHA standards. Attempt 1 Attempt 2 Attempt 3
website traffic should be monitored only during the first three months after the website is created. Investigate therapeutic communications online. An intentional act of contact with another that causes harm or offends the individual being touched or injured is called . 5 Attempt 1 Attempt 2 Attempt 3 85 Copyright © 2017 Elsevier, Inc. In your
description include a discussion about advance directives and a medical durable power of attorney. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting 1. Pays all or part of a surgeon's or assistant surgeon's fees Life insurance g. Discuss the information with the practitioner or ask the provider to speak personally with
the patient, depending on which is appropriate to the circumstances. by marking all times that the provider is unavailable 6. at to determine individual state reportable diseases. When it is 5. While in the hospital, she meets the physician who will administer the anesthetic during surgery. Why? Oh, and by the way, I need
to know if you are a provider for Aetna, because my company just changed to their managed care plan. Kristen has a pleasant that the professional medical assistant should possess include loyalty, initiative, and when working with patients. Contaminated 8. 10 183 Copyright © 2017 Elsevier, Inc. Review job qualifications and requirements to qualify
for the position. UNIT TWO AMBULATORY CARE ADMINISTRATION 7 Technology and Written Communication Technology in the Medical Office VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. 10 99 Copyright © 2017 Elsevier, Inc. Computed tomography (CT) scan of abdomen with contrast material
24. CASE STUDIES 1. All rights reserved. Chapter 18 Supervision and Human Resources Management Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 288 Chapter 18 Supervision and Human Resources Management Copyright © 2017 Elsevier, Inc. Collect several documents from various healthcare
facilities. All rights reserved. Chapter 17 Banking Services and Procedures Beginning balance in checkbook is $5,302.66. Less Cash Returned Total Items Total Deposit 269 Copyright © 2017 Elsevier, Inc. What are the benefits of becoming a member of the AAMA? Define the following terms: a. SKILLS AND CONCEPTS Part I: Matching Exercises and Procedures Beginning balance in checkbook is $5,302.66. Less Cash Returned Total Items Total Deposit 269 Copyright © 2017 Elsevier, Inc. What are the benefits of becoming a member of the AAMA? Define the following terms: a. SKILLS AND CONCEPTS Part I: Matching Exercises and Procedures Beginning balance in checkbook is $5,302.66. Less Cash Returned Total Items Total Deposit 269 Copyright © 2017 Elsevier, Inc. What are the benefits of becoming a member of the AAMA? Define the following terms: a. SKILLS AND CONCEPTS Part I: Matching Exercises and Procedures Beginning balance in checkbook is $5,302.66. Less Cash Returned Total Items Total Deposit 269 Copyright © 2017 Elsevier, Inc. What are the benefits of becoming a member of the AAMA? Define the following terms: a. SKILLS AND CONCEPTS Part I: Matching Exercises and Procedures Beginning balance in checkbook is $5,302.66. Less Cash Returned Total Items Total Deposit 269 Copyright © 2017 Elsevier, Inc. What are the benefits of becoming the following terms are the benefits of becoming the benefits of benefits
Match when the following activities need to be performed. This book and the individual contributions contained in it are protected under copyright by the Publisher (other than as may be noted herein). CHECKS ABHES COMPETENCIES: 8.b. Use this work product for Part III: Managing the Healthcare Facility Business Bank Account. To find the most
accurate code, coders use the following progression: a. A document used to withdraw money from one bank account and deposit it into another l. Sections, subsections, subsecti
showing courtesy Student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message Student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message Student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous in his/her verbal communication but the delivery of a truthful sensitive message student was respectful and courteous student was respectful and courteous student was respectful and courteous student was respectful and cou
patient Student demonstrated nonverbal behaviors that reflect respect, compassion, diplomacy, and courteous while delivering a truthful, sensitive message, but a lot more work is needed on the delivery and/or the tactful behaviors
Student Student demonstrated de
Score Attempt Attempt Attempt Attempt 1 2 3 Student's response was not respectful or courteous, thus the delivery of the message was unprofessional and lacked tact Student's nonverbal communication was perceived as being awkward, disrespectful, and/or unkind; lacking proper eye contact and/or normal tone of voice 247 Copyright © 2017 Elsevier, Inc.
Device that reads and writes on a hard disk 7. PATIENT HIPAA ACKNOWLEDGMENT I. If using an electronic health record, verify you have the correct patient. Consent that is detailed and usually in
writing is called consent. Verify that all or most of the health record documentation and that there is no additional information in the code description that is not found in the documentation. Strengths Weaknesses Opportunities Threats Part IV: Develop a Current List of Community Resources Related to Patients'
Healthcare Needs and Facilitate Referrals For this activity, you will review the scenarios, research local community resources that would be appropriate for the patient with the resource list. 88 Chapter 8 Telephone Techniques Copyright © 2017 Elsevier, Inc. 20 4. 6. Explain what is meant by a limited
data set and how this HIPAA rule may affect medical assistants. Turn on the faucet with a paper towel and regulate the water temperature to lukewarm. Which of the following cross reference notes are used to direct the coder to a specific category in the Tabular List? At the beginning of the day b. When there is a chain of command in a healthcare
Health Insurance Copyright © 2017 Elsevier, Inc. Ophthalmologist 2. Endorsing checks: d. A series of executive positions in order of authority. Human resources file 8. Yearly checkup mailers c. Can you give her that information? Main Term:

Essential Modifier: 8. nutrient, such as cholesterol, can be created in the body and does not need to be
included 2. Both the patients and providers have a interest in the information contained in the health record. Summarize the Patient's Bill of Rights. COMPETENCIES: VIII.P.4. ABHES COMPETENCIES: 8.c. TASK: To accurately complete a CMS-1500 Health Insurance Claim Form. Use
these answers when you study for tests. What are the pitfalls of fee adjustments? All rights reserved. Chapter 15 Medical Billing and Reimbursement This page intentionally left blank Name: Date: WORK PRODUCT 15-6. 20 2. The patient should present with a situation in one of the case studies. DEPOSIT TICKET WALDEN-MARTIN FAMLY
MEDICAL CLINIC 1234 ANYSTREET ANYTOWN, ANYSTATE 12345 DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL Clear Water Bank Anytown, Anystate ACCOUNT NUMBER: 123-456-78910 Endorse & List Checks Separately DATE
when examining the patient. Explain the four types of ethical duties related to the medical profession. You need to understand the problem and gather as much information about the situation as possible before you decide to act. You are working at Walden-Martin Family Medical Clinic. Angela Adams called to report that she was not feeling any better
since her office visit on Monday. Enter each supply's information on the inventory form, making sure the appropriate data are in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 22 Chapter 3 Professional Behavior in the Workplace Instructor Comments 23 Chapter 3 Professional Behavior in the Workplace Instructor Comments 24 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior in the Workplace Instructor Comments 25 Chapter 3 Professional Behavior Instructor Comments 25 Chapter 3 Professional Behavior Instructor Chapter 3 Prof
Copyright © 2017 Elsevier, Inc. This was his first visit for this condition. From the Encounter (in blue). Search online for sites that outline polite electronic communication methods. Failure to perform a critical step indicated by an asterisk (*), results in an unsatisfactory overall score. He
does hospital rounds from 8:30 AM to 9:30 AM Monday through Friday. Compare the description of the code with the medical documentation. Hypothyroidism/unspec. Explain any issues that are unclear to make sure that the patient understands the meaning of each message sent. Obtain the patient's demographic information (e.g., full name, birth
date, address, and telephone number). An individual who represents the patient when healthcare decisions are made. He came in for an influenza vaccine, and while he was there wanted Dr. Walden to look at his ear because he was there wanted Dr. Walden to look at his ear because he was having problems hearing. Grade the documents and revise those that are graded below a B so that they present a
positive, professional image of the facility. Call the patient to schedule the surgery. Displayed Student Stud
Contact a clinic office manager and determine if he or she would allow you to shadow the office receptionist for a day. Sara Kline has been waiting in the examination room for Dr. Weaver for 30 minutes. Scoring Criteria (1 Thru 4) Clearly explains the rationale for the performance of the procedure. Minimum necessary standard g. Choose three study
skills from your reading and describe how you think they will help you learn. Research the meaning of a PCMH and review the research that supports the PCMH model of care. The specialties are based on the divisions of medicine recognized by the American Board of Medical Specialties. Role-play the application of HIPAA privacy and release of
information rules in this case. Name Date Score PROCEDURE 15-4. Name: Date: WORK PRODUCT 14-1. Greet and identify the patient by her full name and date of birth (DOB). 5 6. Define the following medical word parts. The above authorizations are voluntary and I may refuse to agree to their terms without affecting any of my rights to receive
healthcare at the Practice. Dietary fiber is commonly called . Impotence Influenza, respiratory Insomnia IBS, diarrhea Lupus, systemic erythim F03 F32.9 E10.0 E11.9 E11.2 E11.3 E11.4 E11.5 Z79.4 R19.7 K57.92 K57.90 R42 R30.0 R60.9 I38 K21.0 R53.83 R50.9 K29.70 K52.9 K92.2 M10.9 R51 200. R31.9 B00.9 B02.9 K44.9 I10 E78.5 E03.9
N52._J10.1 G47.0 K58. Is there anything else we can do to help it? Identify the variety of personal protection from body fluids, secretions, blood, nonintact skin, and mucous membranes. EQUIPMENT AND SUPPLIES:
Patient's health record • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the Healthcare Team) • Copy of the Medical Assistant and the Healthcare Team (See the Copy of the Medical Assistant and the He
What brings you to the physician? Advocate 2. The term for limitations on an insurance contract for which benefits are not payable is . Review the supply inventory list with the current stock counts and determine what supplies need to be reordered. Perform the maintenance activities as directed in the operation manual. Select the patient and click on
the Select button. Scanner Input Output Storage 5. What is the deductible for prescriptions (Rx)? Prioritize the following tasks from "most important and urgent" to "needs to be done later today" and "may be done later this week." Explain your answers. What is the purpose of "claim scrubbers"? Hours of operation g. At the top of each page, write the
topic of that page. Review the scanned copy of the patient's health insurance ID card and state-issued ID card in the electronic health record (EHR). Mode of transmission d. Age: demonstrated Demonstrated Demonstrated periodic facial by the use of expressions,
appropriate gestures) and verbal and professional nonverbal communication (e.g., pleasant, helpful) e. The parents were insistent the circumcision occurs today since they practice Judaism. Barone how to use a glucometer so she can monitor her blood glucose levels at home. Choose a medical procedure, such as the flu shot,
and have the students call and verify the amounts of coverage for that particular procedure. PERFORM PRECERTIFICATION WITH DOCUMENTATION MAERB/CAAHEP COMPETENCIES: 8.c.2. TASK: Obtain preauthorization from a patient's insurance carrier for requested services or procedures and complete the
prior authorization paper form. Roleplay the patient completing a patient's Notice of Privacy Practices form. Felicia Arrant in the past with congestive heart failure and diabetes mellitus type 2 (insulin dependent). The term lowed by the manifestation. Improve the effectiveness of primary care d. 26004. Complete 4, 7, and 11 a-d with the insured's
information. Victoria Graham, a 68-year-old woman with diabetic retinopathy, arrives today for diabetes disease management education. Dizziness l. with interest because his job includes 11. Be sure that your register shows any interest paid into your account, and any service charges, automatic payments, or Express Transfers withdrawn from your
account during this statement period. Dr. DuBois, ophthalmologist g. Share this information with the class. How can the medical assistant help prevent a breach of patient confidentiality while using sign-in sheets? PHI d. 15 *4. If nonverbal behaviors and the verbal message were not congruent, did the medical assistant attempt to reach congruency?
The payment of a specific sum of money to an insurance company for a list of health insurance benefits is called a(n). When Ken stops at the check-out desk to make a follow-up 210 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Helps prepare patients for surgery and maintain the sterile field in the surgical suite,
making sure all members of the surgical team follow sterile technique 17. If a provider decides to terminate the care agreement for a patient, what methods should be included in a letter of notification? Investigate bookkeeping software on the Internet and use any tutorials or trial software available. 14 Basics of
Health Insurance VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Honestly evaluate your personal biases. Anesthesiology assistant's verbal responses reflective of the needs being demonstrated by the patient? Select the correct type of result. Utilize the appointment and
screening guidelines as needed. USE MEDICAL TERMINOLOGY CORRECTLY AND PRONOUNCE ACCURATELY TO COMMUNICATE INFORMATION TO PROVIDERS AND PATIENTS CAAHEP COMPETENCIES: V.P.3. ABHES COMPETENCIES: 3.a., b., c., d. Monique Jones has an appointment for September 12, 20XX, at 2:40 PM with Jean Burke, NP
Student Name Date AFFECTIVE COMPETENCY: IX.A.1. USE TACTFUL COMMUNICATION SKILLS WITH MEDICAL PROVIDERS TO ENSURE ACCURATE CODE SELECTION. Immediately report the exposure incident to the site supervisor. Section 1: 1. Telemedicine 6. During Zach's first visit of the year, he incurred a $500 bill. UTI Vertigo Weight
gain Weight loss DIAGNOSIS: (IF NOT CHECKED ABOVE) MEDICAL PRIVATE HMO I21. I25.2 G43.9 M79.1 M54.2 G62.9 R11.1 R11.0 E66.9 M19. H66.9 G20 J02.9 R09.1 J18.9 J12.9 N41.9 I73.9 M54.1 K62.5 N19 M54.3 R03.02 J32.9 R55 R00.0 I47.1 M77.9 G45.9 K25.9 K25.9 K25.9 K27.9 J06.9 N39.0 R42 R63.5 R63.4 TODAY'S FEE AMT. A patient
needs to be scheduled for an outpatient endoscopic examination. Print out this information using a large font because of vision problems. Briefly describe three of the capabilities of an EHR system. You need to coach him on the office's information, policies, and procedures. 10 *4. Which of the four Ds would be the most difficult for the patient's
attorney to prove? or . Make sure the computer record is closed after the documentation has been done. Assign the final diagnosis code. Spell out the following acronyms and explain their primary responsibility for the health of citizens of the United States. She is sitting straight up in the chair with her legs crossed and is swinging her leg, periodically
chewing her nails, and refuses to make eye contact. to apply 32. Summarize the procedures that must be followed when disposing of contaminated materials and chemical waste used in the ambulatory care setting. The ear infection has completely cleared, and he is now able to receive his hepatitis B vaccine. CASE STUDY Survey all class members
and determine the various types of insurance coverage that are represented by the students. When a lower specificity level, or more generalized code, is assigned. Dr. Antonetti performed a consultation by doing a detailed history and examination, and MDM of low complexity that took about an hour, including the time spent writing orders in her
medical record. 5 *10. Let's say you have an elderly patient who questions the necessity of a colonoscopy procedure that was ordered by the provider. Type the inside address using the correct spelling, punctuation, and location for the information. S: O: c. Insert two fingers of the ungloved hand between the edge of the cuff of the other contaminated
glove and the hand. Which of these skills do you think will require the most effort on your road to becoming a medical assistant? How many calories are in one serving? 25 Copyright © 2017 Elsevier, Inc. His arms are tattooed from his hands to past his elbows. Name Date Score PROCEDURE 15-5. He took a detailed history and performed a detailed
examination, and then made medical decisions of low complexity. 149 Copyright © 2017 Elsevier, Inc. Verify the patient account (or the patient account (or the patient ledger in SimChart). Personal biases or prejudices are monumental barriers to the
development of therapeutic relationships. RESPOND TO ISSUES OF CONFIDENTIALITY CAAHEP COMPETENCIES: XI.P.2. ABHES COMPETENCIES: 4.b., 4.f. TASK: Ensure that medical assistants treat all information regarding patient care as completely confidential. 10-21-20XX 1330 Patient did not arrive for scheduled appointment. Document the
patient education intervention in the patient's health record. Part III: Create Professional Letters Using Procedure 7-1 as a guide, create letters for the following scenarios. 243 Copyright © 2017 Elsevier, Inc. 10 Attempt 1 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 114 Chapter 9
Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. Specify the date and time to report for the procedure. A secondary use of health information that cannot be reasonably prevented is called a(n) 18. All rights reserved. Chapter 4 Therapeutic Communications Your partner should complete the following assessment. 35
Mr. Sanchez comes to the desk to check out after seeing the physician. Add a list of items to be discussed. Do not use punctuation (commas or dollar signs) unless indicated in the insurance guidelines. Describe the indexing rules for alphabetic filing. October 1 b. Approximately 1 million bytes e. Patients have the right to review their records and to
expect confidential treatment of their healthcare information. Initial encounter b. Identify and explain four questions that could be used to clarify a patient's perception of pain. Julie works with , because they could not afford medical care even , which is the money that is owed to the physicians. Healthcare practices are extremely busy and must deal
with many daily demands. The seventh character in obstetrics coding is used to identify the . Roger Askew is initiating a case against a physician in the death of his wife during surgery, making him the in the case. Then the scope was advanced into the stomach, which showed evidence of erythema and gastritis. Research public relations and make a
list of the various "free" ways that publicity can be generated for the office. The format of HCPCS codes is a . 15 5. You ask the patient to provide feedback by explaining the process back to you. Mature minor CASE STUDY Teresa Guelerro is a 58-year-old patient diagnosed with terminal breast cancer. If the patient does not pay for the services
to have her left leg amputated. Pull patients' charts for the laboratory results the office received this morning for the physician's review. Give the patient written instructions, preferably in their native language, for all procedures and treatments. Mr. Roberts did not give either sister a power of attorney, and he did not leave a written record of his
 wishes on this issue. Name: Date: WORK PRODUCT 17-1. Summarize five important features of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule. When it is 11 am in Biloxi, Mississippi, it is in New York City. Dr. Raleigh installed a(n) system so that he could speak to the medical assistants in the front and back offices from
the examination rooms. Complete blocks 28-29 by entering the total charges, total amount paid, and the total amount due. An individual assigned to communicate between multiple parties when the financial responsibilities of a deceased patient's estate are settled. PERFORM PROCEDURAL CODING: SURGERY MAERB/CAAHEP COMPETENCIES
IX.P.1. ABHES COMPETENCIES: 8.c., 8.e., 8.c.3. TASK: Use the steps for CPT procedural coding to find the most accurate and specific CPT code. 307 Copyright © 2017 Elsevier, Inc. Add in any other relevant information per the facility's procedures. The why the person is seeking medical attention. Are you taking blood pressure medication? File
Federal Tax ID# 651249833 NPI# 1467253823 Insurance Information Blue Cross Blue Shield Policy/ID Number: CJ2341783 Group Number: 46859J 212 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. DEMONSTRATE RESPECT FOR INDIVIDUAL DIVERSITY, INCLUDING GENDER, RACE, RELIGION, AGE,
encounter form: Patient: Jana Green Chart #: 11366184 Date: 03/30/20XX Put a check mark in the Medicare box. compassion, compassion, diplomacy, and diplomac
adjustment is posted to the account? VS are T-99°, P-68/minute, R-24/minute, with an irregular pulse and left arm pain. Chris, the medical assistant obtaining her health history, makes the statement, "Mrs. A payment the bank makes in exchange for using money e. PREPARE FOR A STAFF MEETING CAAHEP COMPETENCIES: V.P.8. ABHES
found on Work Product 17-3. Use a hyphen to hyphenate last names. PERFORM ROUTINE MAINTENANCE OF ADMINISTRATIVE OR CLINICAL EQUIPMENT MAERB/CAAHEP COMPETENCIES: VI.P.8. ABHES COMPETENCIES: VI.P.8. A
log. A new hospital contacts The Joint Commission (formerly JCAHO) to begin the verifies that the facility meets or exceeds standards. Magnetic storage devices 3. Alyssa may be held . Talk about how calls from deaf patients, or other patients with disabilities, might be handled. Integrate pictures, handouts, models, and other aids that visually depict
LISTENING, AND NONVERBAL COMMUNICATION; V.A3. Click on any of the topics you find interesting. Assume that you have been selected to order a new computer system for the healthcare facility. All rights reserved. Chapter 20 Infection Control 5. He loves to play sports and is very active. Practice writing a restrictive endorsement using the
image on Work Product 17-4. 20 Continuation of scenario: Mary Jones no-shows for her follow-up appointment with Dr. Green. Multiple Choice 1. The message can be sent by a number of different methods, such as face-to-face communication, telephone, e-mail, or letter, but there is no way to confirm that the message was actually received unless the
patient provides feedback about what he or she interpreted from the message. The is the maximum that third-party payers will pay for a procedure or service. José read the memo about the new medical records filing. Handwritten corrections are acceptable on these exercises. Part III: Answering the Telephone Write an original phone greeting for
each of these medical specialty offices. Demonstrate how you would manage this situation. 10 Attempt 1 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 48 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Dr. Partridge participated in a complex, lengthy telephone call lasting
30 minutes, regarding a patient who was scheduled for multiple surgeries. CASE STUDY: Norma Washington, DOB 8/1/1944, an established patient of Dr. Martin has called to report her blood pressional attribute is your greatest
strength? Introduce yourself and explain your role. EQUIPMENT AND SUPPLIES: • Patient's health record • Copy of patient's insurance ID card or cards • Patient registration/intake form • Encounter form • Insurance ID card or cards • Patient registration/intake form • Encounter form • Insurance ID card or cards • Patient's insurance ID card or card or cards • Patient's insurance ID card or ca
Complete the procedure and all critical steps in three attempts. Restate your patient's response to make sure you understand the patient the opportunity to expand on the information. How can the medical assistant help Mrs. Name Date Score PROCEDURE 10-4. Name Date Score PROCEDURE 11-4. List four phrases
and/or body language that should never be used with patients, especially when attempting to provide exceptional customer service. Approximately 1 billion bytes a. The physician has recommended a biopsy of the mass; however, Mr. Sunsari prefers to postpone the procedure. Acute care hospital 5. Take any required safety precautions necessary to
protect yourself and others. Washington DOB: 08/07/1944 Date of Service: 06/13/20XX Policy/ID Number: 847744144A Provider: Julie Walden, MD ICD: G43.101 (Migraine) CPT: J3420 (B-12 injection) You did some research and the information above was the only information sent to Medicare for that encounter. Create a job description or
job posting for a "dream" job of your choice. Insurance Information Aetna 1234 Insurance Way Anytown, AL 12345-1234 180-012-3222 Member ID Number: EW8884910 Group Number: EW8884910 Group Number: 66574W Clinic and Provider Information Walden-Martin Family Medical Clinic 1234 Anystreet Anytown, AL 12345 Provider: Julie Walden, MD Fax: 123-123-5678
Provider: 123-123-1234 Provider Contact Name: (your name) Service Date: (1 week from today) Service Prequency: one time ICD-10-CM code: R06.83 CPT-4 code: 95807 Not related to an injury or
worker's compensation related. Separate sharp instruments from other instruments to be sanitized. Reconnect the cords to the computer and peripheral devices. Review the insurance reimbursements the practice received for last month and address any claims that have not been paid. • To use an alcohol hand rub properly, apply the label-
recommended amount to the palm of one hand and rub the hands together, covering all surfaces until the hands are dry. Abdominal pain 12. All rights reserved. Chapter 20 Infection Control 14. Document this information. 167 Copyright © 2017 Elsevier, Inc. Summarize the five steps of ethical decision making. 15 5 20 10 5 129 Copyright ©
2017 Elsevier, Inc. Christina Wu, a 48-year-old patient, is legally blind. Give the patient your full attempt 1 Attempt 2 Attempt 3 10 5
Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 186 Chapter 13 Basics of Procedural Coding Copyright © 2017 Elsevier, Inc. Using tactful communication skills is critical to maintaining a healthy working relationship with the providers. Celia's address is: 12 Highland Court, Apt 101, Anytown, AL 12345-12345
Nonsufficient funds fee: d. 164 Chapter 12 Basics of Diagnostic Coding Copyright © 2017 Elsevier, Inc. Use simple, everyday words as much as possible. 120 Chapter 12 Daily Operations in the Ambulatory Care Setting Copyright © 2017 Elsevier, Inc. Excellent Evidence of Learning 3 Limited Evidence 3 Limited Eviden
2 Student demonstrates the highest level of communication skills when explaining the rationale for the performance of the procedure Student demonstrates mastery level of the analysis of communications in providing appropriate responses/ feedback but does not apply the principles comprehensively Student is developing competency in the analysis
of communications in providing appropriate responses/ feedback Unacceptable Evidence of Learning 1 Score Sco
some Limited Fails to identify importance of identifies the of the patient's recognition of patient needs and does not explain the status, age, clarify for the explaining the comprehensively rationale of the educational patient the rationale for
the explain the procedure level, and rationale for the procedure is not rationale of the cultural performance of comprehensive procedure experience the procedure and specific medical documentation required to successfully assign evaluation and management codes? Karl Owenson is being seen
today for a severe lung infection and requests that his partner, Timothy Harshman, be present during the examination. She has about six facial piercings and several visible tattoos. Set aside time to study and consider the ethical issues outlined in this chapter. 10 Attempt 1 Attempt 2 Attempt 3 319 Copyright © 2017 Elsevier, Inc. Cecelia Gayle
Raglan 13. Denise has been the receptionist for a moderately large clinic for the past 3 months. Which injection is more expensive, insulin or vitamin B12? For the following scenarios, determine the type of ethical problem presented. Time began Time ended Total minutes: Steps Possible Points Attempt 2 Attempt 3 Part A: CPT E/Months and Experiment Control of the past 3 months.
Coding 1. Sarah is 1 year old and needs several immunizations. A form that is sent by the insurance company to the provider who submitted the insurance claim with an accompanying check or a document indicating that funds were electronically transferred. Dr. Wray saw Tammy Luttrell in the office as a new patient. Excellent Evidence of Learning 4.
Adequate Evidence of Learning 3 Limited Evidence of Learning 1 Demonstrated sensitive verbal communication by being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful, honest, and showing courtesy Student was professional and courteous in his/her verbal communication by the being respectful and the being respe
the delivery of the message needs improvement Student's response was not professional or courteous, thus the delivery of the message was unprofessional and lacked tact Displayed sensitive nonverbal behaviors when communication Student
demonstrated some nonverbal behaviors that reflect professional communication, but a little more improvement is needed Student awkwardly attempted to be professional and courteous while delivering the message, but a lot more work is needed on the delivery and/or the tactful behaviors Student demonstrated limited nonverbal behavior that
reflected professional communication but a lot more improvement is needed Scoring Criteria (1-4) Score Score Attempt Attempt 1 2 3 Student's nonverbal behaviors 249 Copyright © 2017 Elsevier, Inc. If so, how would
you manage the situation? I am having a hard time breathing, and I have stomach pains. How can Karen implement the theory of self-boundaries to help her deal with the situation? Use capital letters. 30 Attempt 2 Attempt 3 15 Copyright © 2017 Elsevier, Inc. Ms. Jordan's phone number is 214-555-9822. Google "medical assistant state
scope of practice laws" or refer to the American Association of Medical Assistants site at www.aama-ntl.org/employers/state-scope-of-practice-laws. The process of obtaining the dollar amount approved for a medical procedure or service before it is scheduled. The intermediary and administrator who coordinates patients and providers and processes
claims for self-funded plans is called a(n). Judy Jordan has migraine headaches and occasionally takes hydrocodone to relieve the pain. Dakota Marie LaRose 26. You are employed as a clinical medical assistant in a large multiphysician cardiology practice. The health benefits program run by the Department of Veterans Affairs (VA) that helps eligible
beneficiaries pay the cost of specific healthcare services and supplies is the (give acronym). Details on how to seek permission, further information about the Publisher's permission about the Publisher's
www.elsevier.com/permissions. A simple website should have all of the following elements: a. Often if we are uncomfortable with the differences, it can be reflected in our verbal communication and nonverbal body language. After being on vacation for a week, Laura returns to work to find her desk piled high with a number of tasks. With the increase
in efficiency, they were able to open up three more new patients. Open the files to ensure the images are clear. Include the clinic's name and contact information below your name. What nonverbal behaviors are being used by Ms. Lange and how might they
                                                                                                                                                                                                                                                                                                                                                                                                                              Relationship if signed by other than Patient There could be an
associated fee incurred by you for medical records requests. 14 Chapter 2 The Medical Assistant and the Healthcare Team Copyright © 2017 Elsevier, Inc. What should she do first? She knows that if Dr. Tomms paid someone to do this work, it would cost him more than her monthly salary. The fee schedule designed to provide national uniform
Facility Practices a. Transaction fee: 2. The phrase that often calms an angry patient is: 3. My phone number is 817-555-9325. Name two actions an office manager can take to improve employee morale. • Click on the box before "I am ready to submit the Superbill." Click on Yes for signature on file and add in today's date. The process the nurse is
using is called . EQUIPMENT AND SUPPLIES: • CPT coding manual (current year) • Surgical report (see Figure 1 in Procedure 13-1) • TruCode encoder software Standards: Complete the procedure and all critical steps in three attempts. Permeable 15. Osteomalacia caused by malnutrition made it impossible for Robbie Hernandez to walk. List four
functions of proteins. Thank the patient for sharing the information and direct him or her back to the reception area. Unacceptable Evidence of Score 
missing? When preparing for the day, Jessica turns on the stereo, which creates to protect patient confidentiality. What are the two main reasons for denial claims? Effective teaching methods include use of materials, DVDs/CDs, and approved sites to gather information; referral to community and experts; demonstration of medical skills; examination
of patients' records of events; and involving in the education process. (Role-play) Provide the patient and/or family member with the list of resources and identify the service(s) that would interest them. EQUIPMENT AND SUPPLIES: • Patient record Standards: Complete the procedure and all critical steps in three attempts. when she speaks with
patients on the phone so that she maintains a good 7. Check for proper tone, grammar, punctuation, capitalization, and sentence structure. Using the office procedure manual or the list of providers' preferences and availability, identify other times to block on the scheduling matrix. These terms are in bold type the first time they appear in the
chapter. Can read or read and save data on CDs, DVDs, and BDs 9. ABHES COMPETENCIES: 5.b.3., 8.f. TASK: Create a list of appropriate community resources in the role of a patient navigator. Describe First-Class Mail. How can the medical assistant improve
therapeutic communications with this aging couple? 26004 Patient Consent for Use and Disclosure of Protected Health Information (PHI) about me to carry out treatment, payment and health care operations (TPO). Include in your directory the
name of the group and the services provided; the contact person; telephone number, address, meeting times and locations; and a related website if available. Main Term: Essential Modifier: Part V: Coding Exercises—Using the ICD-10-CM Coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the following diagnoses to the highest level of specificity using the ICD-10-CM coding Manual Code the followin
manual. Uses the nuclear properties of radioactive and stable nuclides to make diagnostic evaluations of the anatomic or physiologic conditions of the body 10. We are born either assertive or passive, and there is nothing we can do to change those behaviors. Capitation agreements 6. 20 *5. Anna Richardson would like to schedule a tubal ligation, but
is not sure if it is a covered benefit under her insurance policy. If the faucets are not foot operated, turn off the water faucet with the paper towel. 10 Chapter 2 The Medical Assistant and the Healthcare Team Copyright © 2017 Elsevier, Inc. and medical laboratory technicians perform diagnostic testing on blood, body fluids, and other types of
specimens to assist the physician in obtaining a diagnosis. Tonsillectomy, younger than 12 177 Copyright © 2017 Elsevier, Inc. Each individual with certain thoughts and feelings that separate them from others. Attempt 1 Attempt 2 Attempt 3 10 263 Copyright ©
2017 Elsevier, Inc. Explain what you would say to the patient and how you would reassure the individual. With this consent, a representative of Kennedy Family Practice may e-mail me on my approved email site; and/or may mail to my home or other
alternative location any items that assist the practice in carrying out TPO such as appointment reminders, insurance items, and any calls pertaining to my clinical care, including laboratory test results. Why is the HITECH Act a significant piece of legislation for healthcare facilities? You checked and there is a signed assignment of benefits form on fil
along with a signed release of information form. Identify the fetus 4. List five questions that might be asked of a patient who calls with an emergency situation: 2. Beauty, KY c. Choose a student about whom you know very little to make the experience more realistic. means pertaining to the operation of the mind by which we become aware of
perceiving, thinking, is the relationship of harmony and accord that exists between the patient and the healthcare 6. Limited Evidence of Learning 2 Student awkwardly attempted to be respectful and courteous while delivering a truthful sensitive message, but a lot more work is needed on the delivery and/or the tactful behaviors. If there is concern
that the amount adjusted was too much, either review the provider's contract with the insurance company's fee schedule to compare payments, or call the insurance company's provider services to inquire about the applicable adjusted amount. You are employed by a primary care physician who is investigating the possibility of forming a patient-
centered medical home with other practitioners and allied health professionals in the community. • Click on ICD-10 and then type in the ICD-10 and the ICD-10 
÷ 100 possible points = Score % Score Instructor's signature 352 Chapter 22 Patient Education Copyright © 2017 Elsevier, Inc. Create and send an e-mail appointment at 9:00 AM next Thursday. Hand hygiene is performed immediately after removal of PPE. 20 Attempt 1 Attempt 2 Attempt 2 Attempt 3 Att
questions for the patient history. Although for mechanical reasons all pages of this publication are perforated, only those pages imprinted with an Elsevier Inc. However, it is voluntary for states to provide this information to the CDC. Start by listing the attendees, start and end time, and location of the meeting. The mother of a 19-year-old patient
calls today and wants you to release her son's laboratory test results. A bank account against which checks can be written and funds can be transferred to the payable party 10. That is certainly more important than feeling embarrassed about asking a question. Create a fictional medical clinic and explain how social media could be used to enhance its
only Knee 2V 73560 EKG. Time-specified (stream) scheduling 2. What details should Chris include in the summary? All rights reserved. Chapter 6 Medicine and Ethics b. department. Character (e.g., number, letter) d. Checks to be deposited: • #2387 for $67 from Sue Patrick • #460 for $50 from Ronald Rodriguez • #3654 for $75 from Sam Brown
• #598 for $25 from Debby Green • #695 for $35 from Dean Smith • #309 for $1203.30 for an insurance payment for Betty Perry • Total for checks: 2. List three suggestions for effective communication with aging patients. When a patient writes a check to the medical office and does not have enough money in his or her checking account to cover it
the check will be returned to the medical office as . Remark codes g. Parenteral 13. As a medical assistant, what type of technology would make your duties easier? How should you handle this situation? 15. Nyguen Xu will not establish eye contact with you during the patient interview. He is a pleasant person, but Teresa has been raised to believe
that those who are overweight are lazy individuals. 1 Copyright © 2017 Elsevier, Inc. What is the approximate cost of implementing an EHR system for a typical physician's office with five physicians? Determine the patient's financial responsibility under the insurance plan by reviewing the copy of the patient's insurance card. Balance your account by
filling in the spaces below. 10 5. Describe the minimal equipment needed. Provides medical care to patients who have suffered an injury or illness outside the hospital setting CASE STUDIES Match the following patients with the physician who should treat them. Dirty claims 14. The CPT coding manual is updated annually on a. Fill out the
preauthorization form providing all requested information. 62 Chapter 6 Medicine and Ethics Copyright © 2017 Elsevier, Inc. Look up the term in the Alphabetic Index 4. 5 5. She is sitting with her arms wrapped around her abdomen, tapping her right foot on the floor and refuses to maintain eye contact. • Alcohol hand rubs should be used before
and after contact with each patient, and also after removing gloves, to prevent cross-contamination among patients and healthcare workers. Discuss what the accountant does for the physician. CREATE A PATIENT'S HEALTH RECORD: REGISTER A NEW PATIENT IN THE PRACTICE MANAGEMENT SOFTWARE MAERB/CAAHEP COMPETENCIES.
VI.P.3., VI.P.6., VI.P.7., X.A.2. ABHES COMPETENCIES: 7.a., 7.b., 8.a. TASK: Register a new patient in the practice management software, prepare a Notice of Privacy Practices (NPP) form and a Disclosure Authorization form for the new patient, and document in the EHK. You have to redirect him often so you can get his history and obtain his vitai
signs. You saw the woman in the office today and know that her pregnancy test is positive. 105 Copyright © 2017 Elsevier, Inc. Provide Mr. Garcia with appropriate handouts and conduct an online search of provider-approved community resources that might be of benefit. Select to add a new result and repeat the steps to upload the second report.
Sneers, facial expressions of disgust, and other unprofessional facial expressions are signs of disrespect. Review the coding conventions and add-on codes if any. Read the Code of Ethics from the AAMA in your textbook. Describe the adjustments that are made to the patient's account when an NSF check is received by the healthcare facility. Ken's
address is 398 Larkin Avenue, Anytown, AL 12345-1234. Rub well between your fingers. Enter the mutually agreeable time into the scheduling software. Flora 6. Alphabetic Index 1. 261 Copyright © 2017 Elsevier, Inc. Scenario: You are a team leader in your department. 10 *2. Use Procedure 15-5 for this activity. the current software library with
programs for making brochures and designing 6. He is an established patient and has worked as a city police officer for more than 10 years. Diverse Appearance 1. Describe why the facility should have an inventory list of equipment. 25 *3. Name Date Score PROCEDURE 10-3. Check for proper spacing between the parts of the letter. The terminated
In using such information or methods they should be mindful of their own safety and the safety of others, including parties for whom they have a professional responsibility. The patient has been taking Lortab 5 mg for relief of symptoms. If he has any guestions, he should call the office. Discuss the effect that personal morals and values have on
professional performance. Complete the figure with at least one item for each category. Research some online security features websites use to protect financial information online, and prepare a report. 20 5. Summarize four principles he should consistently practice. All rights reserved. Chapter 4 Therapeutic Communications Possible Points
Steps *9. The Joint Commission uses standard to determine whether patients are receiving quality care in an institution that is seeking initial or continued accreditation. COMPETENCIES: VIII.P.4. ABHES COMPETENCIES: 7.b., 8.c. TASK: Accurately complete an electronic claim
form. Summarize the opinions of the Council on Ethical and Judicial Affairs (CEJA) on the following ethical assistant ever discipline a disruptive child in the medical assistant ever discipline a disruptive child in the medical assistant ever discipline a disruptive child in the medical office? File a copy of the letter in the paper medical assistant ever discipline a disruptive child in the medical office?
Describe three factors that are taken into consideration when deciding to replace a piece of equipment with a newer model. If allergies are known, clearly write the allergy on the label in black or blue ink. 5 10 5 171 Copyright © 2017 Elsevier, Inc. Look up the codes chosen from the Alphabetic Index in the Tabular List numerically. 5 Attempt 1
Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 50 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Allow your fingertips pointed downward. Time began Time ended
Total minutes: Steps Possible Points *1. Electrolyte panel 27. Later that morning the first patient approached Monica praising her for their interaction earlier. *10. Explain to the patient that information shared with you cannot be kept from the provider. CASE STUDY 1. He experienced laryngitis during a world tour and needs to see a physician
quickly to help him get back on the road. Transmitter ID 11. Diego Lupez has an appointment for May 1, 20XX, at 9:00 AM with Dr. Walden. Mr. Sunsari is being seen today for a suspicious mass in his left lung. 5 10. All rights reserved. Chapter 7 Technology and Written Communication 2. He was prescribed a fluticasone inhaler 220 micrograms
(mcg) and a refill on his albuterol inhaler. Use the endorsement box on Work Product 17-2 to write a restrictive endorsement. You need to file health records in the examination room with the patient and the electronic device that houses the EMR system.
During your interaction with Mr. Shields, he complains about how long he had to wait for his appointment and that the receptionist was rude. Name Date Score PROCEDURE 9-4. Make sure all medical terminology is adequately explained. 10 Attempt 1
Attempt 2 Attempt 3 219 Copyright © 2017 Elsevier, Inc. • Rank the office visit and type in the fee. Would you tell me about your past surgeries? How can tables and graphs be helpful in analyzing healthcare results? 131 Copyright © 2017 Elsevier, Inc. • Rank the office visit and type in the fee. Would you tell me about your past surgeries? How can tables and graphs be helpful in analyzing healthcare results?
didn't need to follow up on the biopsy results anyway. Dr. Antonetti, plastic surgeon p. Some questions you should consider when communicating with a patient from a diverse background include: • Is language an issue with your patient? List three effective methods for finding new employees. The software will provide a list of main terms that could
```

be related to the diagnosis types in the search box. Print rather than writing in longhand. An individual with very poor hygiene stops in the office to make an appointment to see the physician. Post the payment and adjustment line by line. Speak distinctly with a pleasant tone and expression, at a moderate rate, and with sufficient volume for the person to understand every word. If using another facility, the patient will need to bring a form of picture identification and the insurance card. Mitchell Thomas Gibson 17. All rights reserved. Chapter 11 The Health Record Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 154 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. To patients arrived at the same time. Pharmacy technician 4. Are you allergic to aspirin? Verify that both documents were uploaded correctly. List three reasons a stop-payment would be done. Using factful on the person of disclosure person of disclosure Purpose of disclosure Person completed to about the person of the payment and adjustment time. Pharmacy technician 4. Are you allergic to aspirin? Verify that both documents were uploaded correctly. List three reasons a stop-payment would be done. Using factful on the person of disclosure person of disclosure person of disclosure Purpose of

and disrespected. All rights reserved. Chapter 9 Scheduling Appointments and Patient Processing Possible Points Attempt 1 Attempt 2 Attempt 3 10 Electronic method: Access the Simulation Playground in SCMO. 309 Copyright © 2017 Elsevier, Inc. Compare professionalism in the healthcare industry to that in other professions, such as law enforcement or education. When Brenda tells him that his bill is \$95, he complains that he only saw the physician for 10 minutes. Orthoptist 8. The office manager cautions the medical assistants to avoid complicated medical terms. NPP b. Research the scope of practice laws in your state and summarize what you have learned. 10 47 Copyright © 2017 Elsevier, Inc. Webcam Input Output Storage 10. Name Date Score PROCEDURE 20-5. medical terminology course before she could register for 4. EQUIPMENT AND SUPPLIES: • Pen • Administrative and/or clinical supplies to be inventoried • Purchase information (item number, cost, and supplier) for supplies in inventory • Reorder point and quantity to reorder for each item in inventory • Work Product 10-3 Supply Inventory Form Standards: Complete the procedure and all critical steps in three attempts. Roberta said that she did not have much of an appetite and that she had been eating mostly

salads and chicken with a bowl of fruit as snacks. Secondary storage devices 2. The office employees use ing tasks. You are working as a medical assistant in a busy pediatric practice at the height of flu season. Physical impairment b. The scope was withdrawn. Marie Gracelia Stuart 10. Best, TX b. Mary Ann has recently been diagnosed with hypercholesterolemia. Preauthorization 4. George Scott Turner 18. Diverse Age 1. The coder must look up codes in the the first before assigning the code. Include the name of the organization, the address, and the contact information. A process of electronic data entry of medical practitioner or provider instructions is called . With regard to checks, define stop-payment. Evaluate the teaching plan. Aretha dreads the days that Rahima Bathkar comes to the office. Improve customer service at healthcare facilities b. INTERPRET INFORMATION ON AN INSURANCE CARD MAERB/CAAHEP COMPETENCIES: VIII.P.1. ABHES COMPETENCIES: 8.c. TASK: Identify essential information on the health insurance ID card in order to confirm co-payment obligations and send accurate health insurance claims for reimbursement. Today, you are talking with the providers, explaining common procedures that require prior authorizations and the providers, explaining common procedures that require prior authorizations and the providers, explaining common procedures that require prior authorizations and the providers, explaining common procedures that require prior authorizations are talking with the providers, explaining common procedures that require prior authorizations are talking with the providers, explaining common procedures that require prior authorizations are talking with the providers, explaining common procedures that require prior authorizations are talking with the providers are talking with written request to Sophia Viero, 414 Jacksonia St., Armandale, VA. Brad Pitt was bitten by a brown recluse spider. Melissa believes that one of her roles as a medical assistant is to be a patient and defends the cause of another. If your methods of collection or recording are faulty, the quality of patient care may be seriously impaired. Practicing ethical patient care is extremely important when working with a diverse patient population. in Chicago, Illinois. Briefly answer the following questions. Marketing g. 10 Electronic method: Print and fax or electronically send the form to the insurance carrier and save the form to the patient's record. EQUIPMENT AND SUPPLIES: • Appointment book or computer with scheduling software • Scheduling guidelines • Pencil, red pen • Reminder card • Patient's health record Standards: Complete the procedure and all critical steps in three attempts. Your feet should be shoulder width apart, and you should have good footing. The acts like the computer's software administrator, whereas the helps the computer to function and includes file managers and screensavers. The best way to deal with conflict situations is through open, honest, assertive communication. Prepare a report that details these changes, including the most recent modifications to the CMS-1500. Codes in which the components of a procedure are separated and reported separately are called codes. If Alisha writes down comments that are untrue and inflammatory about another person, she might be accused of . Complete a claim (either CMS-1500 or an electronic claim) by entering in the information about the carrier, patient, and insured. EQUIPMENT AND SUPPLIES: • Patent health record • Educational handouts and/or access to online resources that can be printed • Quiet, private area Standards: Complete the procedure and all critical steps in three attempts. When the patient's financial responsibility has been established, send the patient's financial responsibility has been established, send the patient a statement. Rinse well with hot water. No more than patients should be waiting in the reception area at any given time. 25 4. Look up the meanings of these words in a dictionary or ask your instructor or first-language buddy (see the following section). Describe how to use the most current HCPCS level II coding system. What can a healthcare facility do to determine their target market? SKILLS AND CONCEPTS Part I: Short Answer Questions 1. EQUIPMENT AND SUPPLIES: • Patient's health record • Educational handouts • Computer with Internet connection and printer • Quiet, private area Standards: Complete the procedure and all critical steps in three attempts. Explain the principle of Standards: Complete the procedure and all critical steps in three attempts. compliance quidelines. Define the following: a. Identify four items that you could include in a comprehensive portfolio. Camille Davidson has suppurative otitis media in her left ear. A patient is treated for low back pain caused by a fall at the local mall. At the end of the day, Daniela has to used. All rights reserved. Chapter 15 Medical Billing and Reimbursement 22. No adverse effects occurred. Do you have high blood pressure? Using the progress note tab. Complete the referral to community resource(s). If the main term cannot be found in the Alphabetic Index, repeat steps 2 and 3 using a different main term, possibly based on the procedural statement. Pays all or part of a physician's fee for nonsurgical services, including hospital, home, and office visits i. Describe the role of the medical assistant as a coach for patients about health maintenance, disease prevention, and their treatment plans. 26 Chapter 4 Therapeutic Communications Copyright © 2017 Elsevier, Inc. The patient has the right to choose a healthcare provider, but patients may have restrictions on those choices according to their insurance plan. The inclusion of every individual—regardless of age, religion, race, disability, and/or gender—in the medical practice. Categories, subcategories, sections, subsections c. What is a patient navigator? a. Scoring Criteria (1 thru 4) Excellent Evidence of Learning 4 f. Discuss how to clean a nonglare or antiglare screen on a monitor. Click on the Add Row button to continue to add services. Maria Rodriquez, a 61-year-old Hispanic patient, was recently diagnosed with type 2 diabetes. Using tactful communication skills is critical to maintaining a healthy working relationship with providers. Politely and professionally end the call, thanking the patient for calling. Role play #1: You call the insurance company and discuss the coverage with the insurance carrier's representative. If new patients are expected to pay at the time of the visit, explain this financial arrangement when the appointment is made. 10 Attempt 1 Attempt 2 Attempt 3 311 Copyright © 2017 Elsevier, Inc. The office manager gives Sloan, the medical assistant, the opportunity to research EHR systems to determine which are considered the best. Establish the date and time for the procedure. Make sure to label the cords on each end as to where they should be placed, before disconnecting all cords. Holder 6. Verify the identity of the caller, and if using an electronic health record, bring the patient's medical record to the active screen of the computer. Mr. Garcia is 54 years old, is overweight, smokes two packs of cigarettes a day, eats fast food almost daily, has a family history of heart disease, and works as a carpenter. 10 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 98 Chapter 8 Telephone Techniques Copyright © 2017 Elsevier, Inc. Patient Demographics Aaron Jackson 555 McArthur Ave Anytown, AL 12345-1234 Phone: 123-814-7844 DOB: 10/17/2011 SSN: 164-72-4618 Guarantor Information Patricia Jackson (mother) DOB: 06/07/1976 Address and phone (same as above) SSN: 190-71-2356 HIPAA form on file: Yes - March 1, 20XX Signature on file: Yes - March 1, 20XX Anystreet Anytown, AL 12345 123-123-1234 POS - 04 Independent clinic Established patient of Julie Walden, MD Federal Tax ID# 651249831 NPI# 1467253823 Insurance Information Account Number: 4J3035489 Group Number: 986541 213 Copyright © 2017 Elsevier, Inc. Summarize your experience and share it with your classmates. Any offered to a diabetic. Once the main term has been located, select the modifying term or terms if needed. Many factors influence therapeutic communication with patients and their families

COMMUNICATING WITH MEDICAL control tests 4. All rights reserved. C Standards: Complete the procedure can the medical assistant handle appathogens if body fluids come in con Invite a medical assistant who perfor you change your way of thinking and Part I: Answering Incoming Calls and appointment with Dr. Walden on Now writes prescriptions for the company the patient that you are attending to listening skills, by listening to what is surgery. We think and act a certain v from last Thursday was negative. Log gathering patient information? RECC following will NOT be a seventh chand AND REPORT RELEVANT INFORMA Accounts payable Accounts receivable. Requirements For this activity, you wscore PROCEDURE 11-3. are used b 25. Fill in the equipment details on the systems: the alphabetic system and the completed. Medicine. Clinical question private insurance products that supperscriptions of their minimal precent and see that he met his dehealthcare provider is used. Ordell The between two or more entities. In the patient should be seen that day they record. RETURN APPOINTMENT IN prolonged by artificial means. Insura MAERB/CAAHEP COMPETENCIES: Copyright © 2017 Elsevier, Inc. Tayl quarters and (155) nickels. The patient should be seen that day they record. RETURN APPOINTMENT IN prolonged by artificial means. Insura MAERB/CAAHEP COMPETENCIES: Copyright © 2017 Elsevier, Inc. Tayl quarters and (155) nickels. The patie think? You are attempting to gather are two ways a reference notation wand repair tissues Diabetes type 2 Psemployees is considered a(n) policy. terms/abbreviations that are associa make sure they understand treatmer adequate, not too fast, pace. Did you Office (SCMO) Standards: Complete Subjective and Objective Information explained the preparation for the predictive competency, the student me correct vocabulary terms from the lisyear. Sarah Sue Ragland 14. However the first check? Obtain information for the predictive competency the student me correct vocabulary terms from the lisyear. Sarah Sue Ragland 14. Howe	PROVIDERS REGARDING THIRD-PARTY REQUIREMEN Chapter 16 Patient Accounts, Collections, and Practice 1 and all critical steps in attempts. Impermeable gowns are rovider who habitually spends more than the allotted tim tact with the eyes. Note any new habits you have formed rms scheduling duties to speak to the class. Acute 300 Ch 1 be constantly aware of the constraints that patient confid Taking Phone Messages For each of the following scene wember 16, 20XX. EQUIPMENT AND SUPPLIES: • Comp 7/s cardiovascular drugs although many patients have tolk his or her emotions as well as words, minutes with a mir is said and how the message is said. are those who have I way for many reasons. healthcare approach considers all ginto the practice management software. If using blank DoKNIZE THE IMPLICATIONS FOR FAILURET TO COMPLY. Tacter for an ICD-10-CM code? After asking to place Mr. IATION CONCISELY AND ACCURATELY MAERB/CAAHER Adjustments Charges Payments 8. 5 Medicine and Liwill role-play a scenario with a peer. spelling to remembe y many healthcare facility offices to quickly verify eligible he log. Research what is available in your local and regiothen under the word of the mumeric system. The -soluble vitamins (A, D, E, and Kons may be included but are not required. 329 Copyright blement Medicare insurance benefits c. Write these object new patient with the chief complaint (CC) of intermitten d. Be creative with the presentation by using PowerPoint PoxIZATION FORM To be used with Procedure 15-2. Where or her concerns and health issues are confidential. A(n) eductible and now needs to pay 30% of the billed amount hompson has acute esophagitis. Do you have hospitalizal left margin, write the key word for that part of your note would transfer the call to the area. Explain the important FORMATION: (DAYS) (WKS.) (MOS.) (PRN) REC'D BY: ance carrier's decision if the tests and treatments indicated the word of the states he is taking nitroglycerin for relief of symptominisurance information from a 20-year-old patient who brould b	includes the patient's address, insurance information, and enNTS Explanation: Student must achieve a minimum score of 3 Management Comments: 248 Chapter 16 Patient Accounts, e worn during procedures in which contact with blood or bod he with patients? DEMONSTRATE THE PROPER USE OF EVE 1. HCV is a reportable infectious disease, so the case must be hapter 20 Infection Control Copyright © 2017 Elsevier, Inc. fidentiality places on the discussion of patient information? M arios, three questions to ask the patient, determine who show unter with word processing software of Office procedure manual dy out they cannot afford the medication. The professional which is more as patients in the clinic more than once. Mr. Tayloi aspects of an individual's life when treating a physical 7. The paper, create a letterhead in the header of the document and Y WITH CDC REGULATIONS IN HEALTHCARE SETTINGS S Morris on hold, you pull pik account on the computer. Chr P COMPETENCIES: V.P.6., V.P.7., V.P.11. Describe the role of awa VOCABULARY REVIEW Fill in the blanks with the correct or its 101 Copyright © 2017 Elsevier, Inc. Based on what you ulity and benefits. 180 Chapter 13 Basics of Procedural Codional areas, make a brid energy needed by fasting, resting int & 2017 Elsevier, Inc. Unauthorized inquiry calls 91 Copyright © 2017 Luauthorized inquiry calls 91 Copyright of the sown in a patient files for bankruptcy under Chapter 13, he or she wit to fund its own insurance program. Choose one of the early t. Complete the Superbill. Summarize what you learned. Dr. N tion insurance? Role-play how you will inform the physician recom a patient files for bankruptcy under Chapter 13, he or she wit to fund its own insurance program. Choose one of the early t. Complete the Superbill. Summarize what you learned. Dr. N tion insurance? Role-play how you will inform the physician recom a patient fishory from your partner in your laboratoupth her two young children with her to the office today. He Might and the program of the physician of the contract	in each category to achieve competency. • Docume: y fluids is anticipated. Complete b. A person who ide WASH EQUIPMENT: PERFORM AN EMERGENCY: reported to the local health department. Pie Town, N What changes will you make to the methods of deliv. Saxton will have surgery tonight to treat a punctul de receive the message, and what actions need to be al (optional) Standards: Complete the procedure and o is trained and licensed to examine the eyes, test vi by the total possible points. Electronic Method Usin experiences pain in his left eye when he is exposed document requiring that records be produced in co include the clinic's name, street address or Post Off tudent Name Date Explanation: Student must achiev istopher Epstein suffers with dementia from Parkins f the medical assistant as a patient navigator. All of vocabulary terms from this chapter. Andrea is havir learned in Procedure 20-2, what should Rosa do? In ng Copyright © 2017 Elsevier, Inc. How could she hesent it to the class. FILE PATIENT HEALTH RECOl ividuals to maintain vital function. Research the stant © 2017 Elsevier, Inc. All rights reserved. Chapter mpt 1 Attempt 2 Attempt 3 15 9. Continue to comm Explain the details of a defamation case under tort Is mends that she follow a low-sodium diet. Thanks. " ill be paying a fixed dollar amount to a(n) who will to medical pioneers discussed in this chapter and rese forganstern added an occult blood test and a stool of the patient's decision. 5. Describe Priority Mail. S Account For this activity, you will use Work Product einterview. Once the CPT code or code range is ide apter 1 and record the ideas you plan to incorporate of practice to treat the patient's diagnosis indicated anize health record documents in a paper health rec- tion that is significant. Smithee, CMA Document thry class using the Patient History form while comple w can an entry-level medical assistant benefit from 1 w the autopopulated fields in the Patient Info, Provi und 6 years, respectively. Catabolism 354 Chapter 2: ore, he i	nt the place of service in the POS 2017 Elsevier, Inc. EQUIPMEN' 2017 Elsevier, Inc. EQUIPMEN' entifies patients' needs and barriety WASH CAAHEP COMPETER INM h. Part VII: American Recove very? 15 8. 123 Copyright © 201 red lung. Polio vaccine, intramus taken for proper follow-through is all critical steps in three attempts usual acuity, and treat defects of g SimChart: A. How appointment to bright sunlight. 25 4. The reput is called a(n) 19. Martin, MD fice box, city, state, and zip code on's disease. Take note of the apthe above 4. Embarrass, WI i. 10 g a hysterectomy and will be given the ambulatory care setting, who are prevented this situation from RDS MAERB/CAAHEP COMPETENT and ards of ethical coding published and the pass the payment on to the carch him or her using the International to the company of the Alphabetic Index, and the Alphabetic Index, and the Alphabetic Index, and the Alphabetic Index of the International to the Alphabetic Index, and the ICD code. Adrenocortico cord. Color of the skin j. With the following exercises. Discuss ho thing Procedure 21-1. The Patient of the ICD code. Adrenocortico cord. Color of the skin j. With the following exercises. Discuss ho thing procedure 21-1. The Patient of the ICD code. Adrenocortico cord. Color of the skin j. With the following exercises. Discuss ho thing procedure 21-1. The Patient of the ICD code. Adrenocortico cord. Color of the skin j. With the following exercises. Discuss ho thing procedure 21-1. The Patient of the ICD code and the Alphabetic Index, and the ICD code and the ICD code and the ICD code. Adrenocortico code and the ICD code and	Scolumn. In the "DIAGNOSIS: (IF NOT T AND SUPPLIES: * ICD-10-CM manuaers and assists by coordinating care an NCIES: XII.P.2.a. ABHES COMPETENC and Reinvestment Act and HITECH 7 Elsevier, Inc. Do you think this know scular route 38. provides callers with a . Blatant c. Time began Time ended pts. All rights reserved. Chapter 10 D vision by prescribing correctional lense its can be scheduled h. , or the amount out shows that she has cancer, and Dr. , has requested that you compose a let . All rights reserved. Chapter 21 Pati category to achieve competency. Descrippearance and amenities in these facilit *5. Credits posted to the patient according a general anesthetic. Part IV: Show at is the checking account used for? With the beginning? Target marketing l. is ENCIES: VI.P.5. ABHES COMPETENCI and by AHIMA.org. Prior to completing the telings do patients often experience in the listening techniques to make sure the cequipment to perform as much of the lef? Conditions caused by a below-norm creditors. What community resources test. Jim Angelo, an established patient, and for all or a share of the cost of cover o your local health department. Teresa 3. What two major types of patient received to the proper of the cost of cover o your local health department. Teresa 3. What two major types of patient received to the proper of the cost of cover o your local health department. Teresa disregard any code or code range contact the proper of the cost of cover of the cost of cover of your local health department. Teresa 2. What two major types of patient received the proper of the cost of cover of the cost of cover of your local health department. Teresa 3. What two major types of patient received the proper of the cost of cover of your local health department. Teresa 1. The glower of the low Sally should deal with the situation. The proper of the	CHECKED ABOVE)" box put Herperal (current year) • Encounter form an ididentifying community and healthout didentifying community and healthout ididentifying community and healthout itself in the community and the c	d other relevant health are resources to meet sk for occupational exists for o	the records the needs. How posure to ral Coding 12. viors? How can to CONCEPTS thad an sician frequently demonstrate to 34. Use active sible to perform her Pap test allenges when Which of the EMESSAGES ated on the EOB of Third-Party ee? Name Date hough to enable ent filing eeds to be applied to (CC) b. 10 4. of for the In the health in this life ALTH RECORD of glove. 143 sited: (43) What do you strated. What he body to build for their ne the following to patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients and Maintain an of the physician reas of this of patients
					1 01	8	· ·	es irom more
Manufacturer:	Purchased: Warranty Info	ormation:	Frequen	cy of Inspections:	"Location	1 uc.	Service Provider:	
		Date Time Maintenance Activities Signature Maintena	nce Log Equipment: Serial #		ocation:	Facility #:	Manufacturer:	
Purchased:	Warranty Information:	Date Time Maintenance Activities Signature Maintena	Frequency of Inspections: nce Log Equipment: Serial #	#· I c	ocation:	Service Provider: Facility #:	Manufacturer:	
Purchased:	Warranty Information:		Frequency of Inspections:			Service Provider:		
Purchased:	Warranty Information:	Date Time Maintenance Activities Signature Maintena	nce Log Equipment: Serial # Frequency of Inspections:	#: Lo	ocation:	Facility #:Service Provider:	Manufacturer:	
ı urcnaseu:	warranty intormation:	Date Time Maintenance Activities Signature 135 Copy		Abscess Simple J0295 J0696 HCC	G (Urine, Pregnancy) 94761 Oximetry v		nysmography Hemocc	ult 94760 Pulse
reliable, office manager to run the da a result, multiple claims are being de and therapeutic body language can be 6), and a pen • Electronic method: S Shields about how he can contact the	aily business aspects of the office? Obstetric panel 29. To enied, and the clinic has had to write off much of the cost be used to emphasize the need for Ms. Lange to take her imChart for the Medical Office • Insurance denial letter of the facility or Dr. Patrick if he has a medical emergency. The	mation private. Fold the letter using the correct technique and o prepare for medical coding, the coder must analyze the patiet. Writing checks: e. The computer process of changing encry medicine as prescribed? EQUIPMENT AND SUPPLIES: • Paper or scenario Standards: Complete the procedure and all critical he key to successful patient interaction is between verbal and dissurance plans and he is finding it doesn't have the same of	I place in the envelope. Why do you open so late, any ent's health record and diagnostic statement. Denise pted text to readable or plain text after a user enters per method: Patient's health record, copy of patient's all steps in three attempts. Message retrieved from the nonverbal messages. All personnel with potential ex-	yway?" sneered the patient. Report wants to suggest to the office means a secret key or password is call is insurance ID card or cards, pathe answering machine, "Hello, the prosure to tuberculosis (TB) are	eat the appointment date and time to the nanager that perhaps the time has compled. Using the supply inventory list, invitent registration/intake form, encountents is Peter Young. Demonstrate how you screened for TB on hire and annually (2)	he patient. What is the advantage for a second receptionist, but she is ventory the supplies in the department form, blank CMS-1500 Health Insumou would ethically interact with this patient is second patient is second.	a provider to hire a transure how to broad at. What communication cance Claim Form (Wo atient. Role-play a dis cheduled for her first	custworthy, th the subject. As on techniques ork Product 15- cussion with Mr. colonoscopy.

professional and compassionate care to the patient regardless of personal ethics and morals Student demonstrates the highest level of professional and compassionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates mastery level of professionate care to the patient regardless of personal ethics and morals Student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics and morals student demonstrates are to the patient regardless of personal ethics are to the patient morals Student demonstrates limited professional and compassionate care to the patient because of personal ethics and morals Score S Inc. All rights reserved. Chapter 7 Technology and Written Communication Copyright © 2017 Elsevier, Inc. 15 Attempt 1 Attempt 2 Attempt 3 117 Copyright © 2017 Elsevier, Inc. Personal boundaries are developed to protect ourselves from being manipulated or used by others. The Make Them Feel Better Pediatrics Group has been established in the greater Atlanta metropolitan area for the past eight years. Don Julius died last week from congestive heart failure. Evaluates, treats, and manages patients of all ages with respiratory illnesses and other cardiopulmonary disorders s. Review the claim for accuracy and completeness before submitting. Over the past week, you have noticed that one of your employees has been at least 15 minutes late every day. What is the Patient Self-Determination Act? There are resources for patients who have questions on health insurance coverage through the Patient Protection and Affordable Care Act, such as 33. How have you been feeling? A benefits program that offers a variety of options (fee-for-service or managed care plans) that reimburse a portion of a patient's dental expenses and may exclude certain treatments Major medical b. Part IV: Handling Mail 1. Performs diagnostic examinations and therapeutic interventions of the heart or blood vessels, both invasive and noninvasive g. Encounter form b. List five disadvantages of an EHR system. All rights reserved. Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. • Identify barriers to learning. All rights reserved. Chapter 9 Scheduling Appointment reminder cards on the forms provided. You discover a co-worker taking drug samples out of the medication room. The patient is dressed so that her hair, arms, legs, and body are covered, and demonstrates bearing on the matter 25. If no modifying term produces an appropriate code or code range, repeat steps 2 and 3 using a different main term classification. Write this information down or enter it into the scheduling software. Employees prefer to work in an office with a(n) 16. is used as a last resort option to collect payment from patients. Remove gloves and immediately wash the exposed site with antibacterial soap and warm running water. Follow patient-directed methods of contact when TPO information must be left on an answering machine, mailed, or e-mailed. All rights reserved. Chapter 19 Medical Practice Marketing and Customer Service SKILLS AND CONCEPTS Part I: True/False and Multiple Choice True/False Indicate whether the statement is true or false. All rights reserved. Chapter 13 Basics of Procedural Coding Possible Points Steps *2. The department moved to a practice management system and an EHR last year. Meals on Wheels 6. What are the requirements for obtaining these special certifications? How can she be courteous to this patient? Monitor the patient? Monitor the patient across for obtaining these special certifications? How can she be courteous to this patient? Monitor the patient across for obtaining these special certifications? How can she be courteous to this patient? Monitor the patient across for obtaining these special certifications? How can she be courteous to this patient? Monitor the patient across for obtaining these special certifications? How can she be courteous to this patient? Monitor the patient across for obtaining these special certifications? 4. 40 *2. Search the Internet using the key words "evaluating Internet health information tutorial" and view the tutorial. On page 1 enter the diagnosis in the Diagnosis field and document the services provided (additional services are found on pages 2-3 of the superbill). 281 Copyright © 2017 Elsevier, Inc. Identify the subscriber on the health insurance ID card with the patient's name. to put Dr. Weaver's information into the electronic health record (EHR). Main Term: Essential Modifier: 5. Anorexia Anxiety/unspec. Marcia Radson had a skin condition known as bullous pemphigoid, in which blisters form in patches all over her skin. What number should you call if you need to get a preauthorization? Compliance 5. Robbie Sue Metzger 27. Endorser f. • Click on the Save button. Using the office procedure manual or providers' preferences, determine when each provider performs certain types of examinations. The supervisor has noticed a pattern based on the patients complaining. Before her diagnosis, she had not seen a doctor in 20 years. You are a medical assistant working at Walden-Martin Family Medical Clinic. What do these national standards mean to the medical assistant student? Aretha takes extra time with Rahima, but she is concerned because there is no one to interpret for Rahima when she cannot find the right word in her broken English. To demonstrate respect for all patients, it is important to do the following: • Position yourself at the same level as the patient. The student asks to borrow your notes but has yet to return them so you can study for the examination. An intermediary that accepts the electronic claim from the provider, reformats the claim to the specifications outlined by the insurance plan, and submits claim. Dr. Marrs, urologist e. To the fullest extent of the law, neither the Publisher nor the authors, or editors assume any liability for any injury and/or damage to persons or property as a matter of products liability, negligence or otherwise, or from any use or operation of any methods, products, instructions, or ideas contained in the material herein. 10 5. for damaging her boyfriend's car. The practice's address is 1234 Anystreet, Anytown, AL 12345. Use proper grammar, punctuation, capitalization, and sentence structure. The HIPAA Security Rule (SR) covers the use and transmission of electronic Protected Health Information (ePHI). He has long hair and has a few earrings. If you are not sure of the meaning or if it seems particularly important, look it up in the dictionary. SCENARIO: Mr. Tomas Garcia was admitted to the hospital last week for an acute myocardial infarction (MI). You work closely with the supervisor and the supervisor talks with you about the problems that Chris is having. The highness or lowness of sound is called its, because most patients do not understand. all his calls so that he can concentrate on the patients in the 8. Diverse Economic Status 1. • Maintain a pleasant facial expression. RESPOND TO NONVERBAL COMMUNICATION CAAHEP COMPETENCIES: V.P.1., V.P.2., V.P.3. ABHES COMPETENCIES: 8.f. TASK: Observe the patient and respond appropriately to nonverbal communication. Mouse Input Output Storage 2. Sam House, 599 State Highway, Anytown, Illinois 69532-1651 4. Open hinged instruments and scrub all grooves, crevices, and serrations with a disposable brush. Dr. Quincy, pathologist d. Role-play respectful care toward Mr. Shields. Condition in which beta cells in the pancreas no longer produce insulin, meaning to the message based on verbal and nonverbal communication. A critical element of being tactful is considering the other person's feelings and reactions as you deliver the information. When she called to make the appointment, she voiced her confusion about the bill, stating she thought her insurance covered everything. • Who should receive this message? What is the total number of carbohydrates for 1 1 3 cups of this food? 24 Chapter 4 Therapeutic Communications Copyright © 2017 Elsevier, Inc. If the database does not contain the patient's name, add a new patient and enter the patient's demographics from the completed registration form. Anton Douglas Conn 4. Explain the role of a claims clearinghouse. My number is 972-555-9873." The message was received at 7:30 am on Thursday, February 3. Investigate computers using the Internet and prepare a folder with photos or specifications that detail the equipment you have selected. Share the information with the class. • Prioritize patient information with the class. or specifications that Dr. Patrick's services are covered by Mr. Shields's insurance. She is always worried that she is missing some information the physician needs to know to diagnose and treat the patient properly. Labored respirations f. What types of patient information will you provide to each person? Provide the patient with education materials that cover the details of his diagnosis and treatment plan. Provides protection against especially large medical bills resulting from catastrophic or prolonged illnesses up to a maximum limit, usually after coinsurance and a deductible have been met j. Compare the coding procedure using the current year manual with using the TruCode encoder. Describe the meaning of stereotyping people and how it can affect therapeutic communication. Creatine phosphokinase (CPK) total lab test 26. List three incentives that would motivate you to do a good job in a position. Theo Lang is being seen today for a surgical follow-up visit. Develop a scenario for a patient with a gastroenterologist for stomach pain. We must recognize our individual self-boundaries and appreciate their presence in others in order to develop healthy relationships in both our personal and professional lives. Determine the position of the Medical Assisting Code of Ethics on each issue. R. City regulations are often called city . 40. 246 Chapter 16 Patient Accounts, Collections, and Practice Management Copyright © 2017 Elsevier, Inc. Message retrieved from the answering machine, "This is Sarah at Cline Meador Lab with a STAT laboratory report. OF LIVE BIRTHS AGES OF CHILDREN HYPERTENSION STROKE OTHER EDEMA LUNGS PAIN DYSPNEA COUGHING UP BLOOD COUGH ACCIDENTS IRREG BREATHING OPERATIONS CURRENT MEDICATIONS AND TREATMENTS COMMENTS 337 Copyright © 2017 Elsevier, Inc. Role-play each case as a separate ethical procedural statement in the surgical report. Examine the patient's health record and determine the service or procedure for which preauthorization is being requested, including the specialist's name and phone number and the reason for the request, if applicable. Explain why. She owes \$170. Dr. Martin, primary care physician m. The physician spent approximately 10 minutes with Jim. Name six tasks that could be performed by the medical office manager. The 2014 Ebola virus outbreak in West Africa has caused great concern about the potential of Ebola spread in the United States. The misuse of a healthcare facility's funds for personal gain c. Towel-dry all instruments thoroughly and dispose of the contaminated towels and disposable brush in a biohazard waste container. EQUIPMENT AND SUPPLIES: • Telephone • Computer • Message pad • Pen or pencil • Notepad Standards: Complete the procedure and all critical steps in three attempts. *3. They have three physicians and two nurse practitioners. All rights reserved. Chapter 9 Scheduling Appointments and Patient Processing Possible Points Steps Continuation of scenario: Later that day, Mary Jones calls and needs to reschedule her appointment for the following day at the same time. Activate the alarms 6. Patient also has ecchymosis across the flank and c/o blood in urine. All providers use catch-up time. Review the document. Review the autopopulated fields for accuracy. Total Cholesterol Low-Density Lipoprotein (LDL) Cholesterol Age (yr) Acceptable Borderline 2-20 > 20 Karen is not in charge of filing insurance claims and did not handle any part of the claim in question. Have each student call to verify their own health insurance benefits. Collect the correct amount. Peculiar, MO l. With the scheduling software, create the appointment per the facility's guidelines. Connie is the manager of a busy family practice. Verify the check amounts listed and recalculate the totals before completing the deposit slip. List and explain the five basic filing steps. Accurately complete blocks 2, 3, 5, 6, 9, and 10 a-c by entering in the patient's information. All rights reserved. Chapter 9 Scheduling Appointments and Patient Processing Possible Points Steps 7. 20 Attempt 1 Attempt 2 Attempt 3 109 Copyright © 2017 Elsevier, Inc. Explain why a person making an emergency call should never be placed on hold. 10 2. He needs to be taught how to take his blood pressure medication accurately. All rights reserved. Chapter 21 Patient Assessment INTERNET ACTIVITY OPTIONS Complete one or more of these activities and, if appropriate, share your results with the class. Using the following case studies, role-play with your partner issues of personal and professional ethical behavior and how personal ethics and morals can affect the delivery of healthcare. THIS WORKSHEET IS PROVIDED TO HELP YOU BALANCE YOUR ACCOUNT 1. Subordinate 11. Pathology report h. File charts. The patient has been taking OTCs and gargling with warm salt water for relief of symptoms. Did the medical assistant request patient feedback throughout the interview to make sure the patient understood questions? Explain the fees to Mr. Sanchez. The mother father and son arrived late for there appointments. Describe the infection cycle and summarize three methods that you can use to break the chain of infection in a medical facility. To maintain the student's privacy, ensure that he or she does not have to share any confidential information. Reinforce the date and time of the appointment. What is the difference between personal and professional ethics? Can a modifier be used for this procedure? Select one employment law from this chapter and research it on the Internet. Overdraft fee: c. Religion: Excellent Evidence of Learning 4 Student demonstrated Demonstrated respect through respect for appropriate individual body language diversity, (e.g., eye including contact, facial religion, by the expressions, use of gestures) and appropriate professional verbal and verbal nonverbal communication (e.g., pleasant, helpful) Student d. Discuss applications of electronic technology (e.g., telemedicine, video conferencing) in professional communication. Identify four safety rules that should be followed in the ambulatory care setting to comply with the OSHA environmental protection guidelines. What is the charge for CPT code 99203? Discuss topic areas that would be considered illegal and legal during an interview. Report HIPAA violations as you see fit to the appropriate supervisor in the medical facility. If she has any questions, please have her give me a call. Office policy states that if the physician is out of the effice and a patient presents or calls with an emergency, he or she is to be referred to the ER. APPLY THE PATIENTS' BILL OF RIGHTS IN CHOICE OF TREATMENT, CONSENT FOR TREATMENT, AND REFUSAL OF TREATMENT CAAHEP COMPETENCY: X.P.4. ABHES COMPETENCY: 4.g. TASK: Ensure that the patient's rights are honored in the daily procedures performed and policies enacted in the account record to see whether a balance is due. State the message to your patient. What service does this company provide? Complete f. File pertinent phone messages in the patient's health record. 23 Copyright © 2017 Elsevier, Inc. Three checks are outstanding: check #5648 for \$426; check #5649 for \$36.90; and check #5650 for \$1,350. Did the facility comply with the Privacy Rule and the proper release of information? A student working in an ambulatory care environment who is learning the job and not earning a wage. Examine the following table and fill in the blank spaces with the appropriate numbers. Dr. Smith visits Eula Fairbanks, a patient with dementia, in the nursing home for less than 30 minutes and performs an expanded problem-focused examination with MDM of low complexity. OBTAIN PREAUTHORIZATION FOR A SURGICAL PROCEDURE WITH DOCUMENTATION MAERB/CAAHEP COMPETENCIES: 8.c. TASK: Obtain preauthorization from a patient's MCO for requested services or procedures with documentation. Print out this information or e-mail it to the patient for future use. Opportunistic infections 5. The temperature in the refrigerator is 5° F above the maximal temperature. Candace Cassidy LeGrand 2. A patient asks Rosa why the physician did not prescribe an antibiotic for her viral illness. The patients are all "different" from the majority of the patients seen in the department. Describe factors that influence a person's value system. Taylor Ann Jackson 3. You are responsible for recording an in-depth interview of a 21-year-old single mother who is pregnant with her third child. 89 Copyright © 2017 Elsevier, Inc. Family history (FH) e. As a patient navigator, apply what you have learned about community resources to assist the patient in the following case study. Vera Carpenter was admitted to the hospital for diabetes mellitus, congestive heart failure, and an infection and recommended follow-up if a healthcare worker is exposed to hepatitis B virus (HBV), hepatitis C virus (HCV), or human immunodeficiency virus (HIV). Hypercholesterolemia 6. AFFECTIVE COMPETENCY: III.A1. Whenever a computer is not functioning correctly or a problem occurs with the network, Dr. Tomms asks Brooke to fix it. EQUIPMENT AND SUPPLIES: • History form or computer and electronic health record program with the patient history window opened • Two pens if using a paper form: a red pen for recording the patient's allergies and a black pen to meet legal documentation guidelines • Quiet, private area Standards: Complete the procedure and all critical steps in three attempts. OBTAIN A REFERRAL WITH DOCUMENTATION MAERB/CAAHEP COMPETENCIES: VIII.P.3. ABHES COMPETENCIES: 8.c. TASK: Obtain a referral from a health plan's provider services desk phone number listed on the back of the patient's health insurance ID card. Investigate what the CDC recommends at www.osha.gov/SLTC/ebola/index.html and www.cdc.gov/ vhf/ebola/healthcare-us/outpatientsettings/index.html. Keep a small alphabetized notebook or address book in your pocket or purse. so that the results would be reported to him immediately. 37. All rights reserved. Chapter 18 Supervision and Human Resources Management Student Name Date AFFECTIVE COMPETENCY: V.A.3.A-F. Why is it important for all healthcare workers to follow CDC hand hygiene recommendations? Many times the medical biller is the expert on the third-party requirements, and providers rely on the biller to help them understand the requirements. Does this make sense to you? Ideally, the room has a computer with Internet access and access to a printer so that you can conduct an individualized search for education materials and community resources. Does the checkbook reconcile with the statement? All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting Copyright © 2017 Elsevier, Inc. 30 *5. Describe why it is important to disinfect keyboards in a medical facility. Summarize five important features that were put into place immediately after the law was passed in 2010. What can a healthcare facility do if it receives bad press? High-density lipoprotein (HDL) 5. How can the medical assistant contribute to positive patient-centered care in a healthcare facility? Kennedy Family Practice reserves the right to revise its Notice of Privacy Practices at any time. What are three differences in the old label versus the new label? A few of the courtesy. Barbara did not ask permission to redo the forms; she was attempting to help and to make a good impression. Mr. Ken Thomas has suffered from situational depression since the loss of his brother six months ago and has been treated since April 18, 20XX. Type a proper closing, leaving one blank line between the last line of the body and the closing. The primary care provider who can approve or deny when a patient seeks additional care is referred to as a(n) Define teamwork in your own words. Nurses notes f. Social history (SH) *8. Tim Taylor is a new patient with a small cyst on his back. His CC is dizziness for 2 weeks. Name Date Score PROCEDURE 15-3 A. What should you do with this information? 15 Attempt 1 Attempt 2 Attempt 3 49 Copyright © 2017 Elsevier, Inc. Apnea, sleep Arrhythmia cardiac Arthritis, rheumatoid Asthma/unspec. Describe how the profession of medical assisting began. Incentives m. General practitioner 4. You are working in an internal medicine department and your next patient Assessment Copyright © 2017 Elsevier, Inc. What type of patient barriers will Taylor need to overcome? I'm sweating, and I'm very nauseated. DEMONSTRATE SENSITIVITY TO PATIENT RIGHTS Explanation: Student must achieve a minimum score of 3 in each category to achieve competency. All rights reserved. Chapter 8 Telephone Techniques 1. Class Notes When taking lecture notes in class, leave a large margin on the left side of each notebook page and write only on right-hand pages, leaving all left-hand pages blank. 59 Copyright © 2017 Elsevier, Inc. Using professional behaviors, how can you help Mr. Fisher understand the importance of following through with the ordered diagnostic study? 331 Copyright © 2017 Elsevier, Inc. to find information on a patient's visit to 3. Allows the audio information to be sent to headphones or speakers (provide all three names) 10. Simone Lange, 28, was recently diagnosed with an eating disorder and hypotension. Evaluates disorders of vision, eye movement, and eye alignment 13. Karen has developed a friendship with her co-worker Angela, who has a wonderful personality but does not always do her fair share of work in the family practice clinic. • In the CPT/HCPCS field, enter the code or use TruCode to access the encoder. 19 Copyright © 2017 Elsevier, Inc. 39. Do not erase, scribble, or use whiteout. Diabetes 5. The Lewises' first child was born with Down syndrome. Review the provider documentation. Ensure that the labels on the divider sheets are staggered so that they do not overlap. Brackets b. Internet-sponsored, two-way com nication between individuals, individuals and businesses, or between businesses. is the system currently used in the United States for classifying disease to facilitate collection of statistical data. Use the zip code look-up tool on www.usps.com to find the zip codes with the four-digit extension for the following addresses. Which of the following marketing strategies costs the least? Prioritize the patient information and determine the patient's immediate and long-term needs. an insured patient. Telephone calls should be answered by the ring. 5. For the scheduling software, block those times when patients can't be booked and indicate the times for the same-day appointments. How can you prepare yourself to avoid procrastination? Place the samitized instruments in a designated area for disinfection or sterilization. 15 223 Copyright © 2017 Elsevier, Inc. Nausea c. 323 Copyright © 2017 Elsevier, Inc. On the New Encounter screen, fill in today's date, select a visit type that is most appropriate to the scenario, and the provider indicated in the scenario. 42. Adhere the name label to the scenario, and the provider indicated in the scenario. software • Office procedure manual (optional) • List of providers' availability and preferences • Black pen, pencil, and highlighters • Calendar Standards: Complete the procedure and all critical steps in three attempts. 9 Copyright © 2017 Elsevier, Inc. Patient c/o chest pain of 4 on a 1-10 scale and sweating for the past 2 hours. ABHES COMPETENCIES: 8.f. TASK: To take an accurate telephone message and follow up on the EOB separately. Type the message in the body of the e-mail using proper grammar, punctuation, capitalization, and sentence structure. Add the currency and coins and enter the total amount in the Total Cash line. Verify the item from the search results is what you need to order. An Arab woman comes for an appointment with a female provider. Name Date Score PROCEDURE 14-3. Dizziness d. TASK: Use restatement, reflection, and clarification to obtain patient information and document patient care accurately. The medical assistant must maintain patient while answering the office telephone. When using small claims court to collect a past due amount from a patient, Dr. Walden would be considered the .*6. Use a peer for the role-play. Attempt 1 2. Determine the patient while answering the office telephone would be considered the .*6. Use a peer for the role-play. similarities? Dependability and honesty are critical components to earning the trust and respect of others. Use clarification to make sure the information. I really feel awful." • Who should receive this message? Check for any tional statement. Time began Time ended Steps Total minutes: Possible Points 1. Hypertension 7. Obtain the patient's first name and last name. She is overweight, has a family history of diabetes, has hearing aids but rarely uses them, and loves to cook for her large Italian family. The print should be easy to read when the record is held by the main fold. Claims clearinghouse d. Contains instructions for opening programs; computer scans this memory first to see if data exist there before looking elsewhere 5. Research the appeal process for denied claims. Hospital 4. 10 3. Feedback completes the communication cycle by providing a means for us to know exactly what message the patient received and therefore whether it requires clarification. Scenario: During this role-play, Christi Brown is meeting with you regarding the bill she received in the mail. Mary Carver is in rehabilitation for episodic cocaine dependence. Review the insurance card for coverage information and the phone number for providers. When Terri Anderson was involved in a major car accident, the emergency department physician took a comprehensive history, performed a comprehensive examination, and then made highly complex decisions. Attempt 1 Attempt 2 Attempt 3 10 10 5 Using the TruCode Software 1. Start by placing the first letter of the last name at the farthest right edge. All rights reserved. Chapter 12 Basics of Diagnostic Coding 7. For those employed in states without scope of practice laws, medical assistant practice is guided by the norms of that particular location, facility policies and procedures, and individual physician employers. Part II: Prepare for a Staff Meeting For this activity, use Procedure 18-1 and the following scenario. If no further response is received from the insurance company about the claim after a month, what should the medical biller do? Reasonable diligence c. Marital status d. Her mother then called the facility and requested information about the ways professionalism is apparent in this individual's actions and speech. 30 113 Copyright © 2017 Elsevier, Inc. Name Date Score PROCEDURE 10-1. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting This page intentionally left blank Name: Date: WORK PRODUCT 10-5. Using the following case study, role-play with your partner how you would demonstrate sensitivity to patient rights. Being tactful means using good manners as you provide truthful sensitive information or pro patient's diverse holistic communication education needs needs Limited Evidence of Learning 1 Student demonstrates mastery level of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively Student is developing competency in demonstration of empathy, active listening techniques, and attending to nonverbal behaviors Student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively Student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively student demonstration of empathy, active listening techniques, and attending to nonverbal behaviors but does not apply the principles comprehensively student demonstration of empathy and attending to nonverbal behaviors but does not apply the principles of the principles Student demonstrates the main concepts of empathy, active listening techniques, and attending to nonverbal behaviors but does not perform them adequately Adequate Evidence of Learning 3 Recognizes some of the patient's diverse communication needs but the approach is not comprehensive Analyzes the Considers all of Identifies most situation and the patient factors of the patient synthesizes a before reaching a factors resolution solution Evaluates the Briefly considers outcome of the interaction the interaction Limited recognition of patient's diverse communication needs Fails to identify patient's diverse communication needs Limited recognition of patient factors Fails to identify significant patient's understanding of the interaction Score Score Score Attempt Attempt 1 2 3 Instructor Comments 30 Chapter 4 Therapeutic Communications Copyright © 2017 Elsevier, Inc. How do privacy policies affect Internet banking? Patient Testimonials d. Are all of the recommendations followed? Describe four Helpful Listening Guidelines that can improve communication and quality care. The is the greeting in a letter. H&P stands for 10. The medical assistant should not eat, drink, or 3. Ask if the person has any questions and listen to the person's questions and needs/wants. Reasonable cause b. In some states, medical assistants are overseen by the board of nursing, whereas in others the board of medicine overseen by the board of nursing, whereas in others the board of nursing mole in her left axillary region. Cirrhosis, liver/unspec. Discuss your findings with the class. Explain two reasons that a supervisor or provider may opt to lease a piece of equipment versus buying it. Burnout 3. Name Date Score PROCEDURE 11-2. Using alphabetic guidelines, place the records to be filed in alphabetic order. in Flint, Michigan. Blog d. VS are T-102.4°, P-108/minute, R-20/minute. Explain how supervisors can use the equipment inventory list. 10 Attempt 2 Attempt 3 287 Copyright © 2017 Elsevier, Inc. Affable b. She gives you an order from the provider that states she needs to have testing with magnetic resonance imaging (MRI) of her left ankle within 1 week. What are portfolios and how can they be used in competency-based programs? Decide your personal stand on each issue. 10 Attempt 2 Attempt 3 351 Copyright © 2017 Elsevier, Inc. The previous balance, if any, is added to this new total. Criminal law involves a crime against the . Total deposited: 5. Raul Castro has been diagnosed with iron-deficient anemia. When it is 2 pm in Washington state, it is 3. Glasgow recently suffered a mild cerebrovascular accident (CVA) and her son is trying to help coordinate her care. She is a single mother who is pregnant with her third child and receives public assistance. 15 Attempt 2 Attempt 3 • For the HIPAA form on file, click on the Yes radio button and select the correct date. Randi Ann Perez 12. Print a copy of the e-mail to be filed in the paper medical record or upload an electronic copy of the e-mail to the EHR. Apply active listening skills—restatement, reflection, and clarification—as needed. Describe five strategies for breaking the cycle of procrastination. When the record is held by the main fold in your left hand, the writing should be easy to read. Terabyte 2. I probably need to have a mammogram, too, and want to see whether you will order it before I come in for the appointment. If so, how can you get beyond these barriers? Biller (patient and insured) 87 Willoughby Lane Anytown, AL 12345-1234 Phone: 123-237-3748 DOB: 01/04/1970 SSN: 285-77-7796 HIPAA form on file: Yes - March 19, 20XX Signature on file: Yes - March 19, 20XX Insurance Information Account Number: 16611 Aetna Policy/ID Number: 1234 Anystreet Anytown, AL 12345 123-123-1234 POS - 04 Independent clinic Established patient of Julie Walden, MD Federal Tax ID# 651249831 NPI# 1467253823 Diagnosis: ICD-10-CM code Impacted cerumen, right ear H61.21 Service CPT Code Fee Est. Starr Ellen Beall 16. a- aden/o adip/o -algesia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o inter- intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o gastr/o hem/o hyper- hyster/o intra- leuk/o lith/o -malacia -algia arthro brady- cardi/o cephal/o -clast cyan/o hem/o hyper- hyster/o hyper- hyper penia phleb/o -pnea py/o -sclerosis -stenosis cyst/o cyt/o -ectomy -emia morph/o my/o olig/o supra- tachy- thorac/o viscer/o 327 Copyright © 2017 Elsevier, Inc. Review the National Uniform Claim Committee website. Take note of the types of calls that come into the clinic and how they are handled. Mike is because she has a letter stating she can receive Dr. because he handles money for the healthcare facility. At the time of the appointment, scan both sides of the patient's health insurance ID card(s) and a state-issued ID card. However, on the fourth appointment, I anie arrives at 5:50 PM, and Paula knows that it is her responsibility to tell Janie that she cannot see the provider. Name: WORK PRODUCT 5-2. Civil law involves cases that are brought to court by 30. Summarize how to analyze a graph. After the procedure was completed, what are six items needed to reference when completed this situation? WORKPLACE APPLICATION Complete this activity and share your results with the class, if appropriate. Can I offer you a hot cup of coffee?" The patient feels heard and accepts the image of a professional medical assistant. ORDER FORM To be used with Procedure 10-4 (optional for catalogue method) Supplier's Name: Address: Fax number: Product Number Website/phone number: Description of Product Oty Unit Price/ unit Cost Subtotal Tax (use your local tax rate) Shipping and Handling Final total 141 Copyright © 2017 Elsevier, Inc. RESPOND TO NONVERBAL COMMUNICATION Complete this procedure with another student playing the role of the patient. What is a fidelity bond? At the time of the appointment, what two things are copied or scanned into the computer? Mr. Ross is allergic to penicillin. All rights reserved. Chapter 8 Telephone Techniques 5. (Use the Simulation Playground. provides periodic payments to replace income when an insured person is unable to work as a result of illness, injury, or disease. Dr. Beard leaves the office for the weekend at noon on Friday, and office policy dictates that she is not to be paged except in emergencies. Knowing the type of problem that each ethical issue represents helps the medical assistant determine the best approach to each decision. Review the website for the Health Insurance Portability and Accountability Act (HIPAA) and download the quick fact sheets. Code the following to develop an encounter form for dermatology procedure for transferring a phone call. Left ectopic pregnancy 19. Using the file box or file cabinet, locate the correct spot for the first file. Diagnosis: Left cheek laceration Procedure: Repair left cheek laceration After the patient was prepped with Betadine. The needle becomes dislodged from the patient's arm, and Rosa is accidentally jabbed by the contaminated needle. January 1 c. A patient who does not come to his or her scheduled appointment is considered a(n) this documented in the health record and in the appointment book. file to help him remember that a certain action must be taken on a certain date. Create a sign that provides the key guidelines that must be followed for safe storage. Do not aim the water stream directly onto the eyeball. The communication system for connecting several computers together so that information can be shared is called a(n). Click on Save. A 74-year-old woman was recently diagnosed with type 2 diabetes. Type of ethical problem b. Above knee, short prosthesis, no knee joint (stubbies), with articulated ankle/foot, dynamically aligned, right leg 36. Social media i. List three advantages of managed care organizations. It is often the responsibility of the medical assistant to interact with third-party representatives, such as the customer service representatives at an insurance company. A medical assistant who is empathetic respects the individuality of the patient and attempts to see the person's health problem through his or her eyes, recognizing the effect of all holistic factors on the patient and attempts to see the person's health problem through his or her eyes, recognizing the effect of all holistic factors on the patient and attempts to see the person's health problem through his or her eyes, recognizing the effect of all holistic factors on the patient. When Karen gives the instruction sheet to the patient, she suspects from his reaction that the patient is unable to read. A(n) is educated in the care of the feet, including surgical treatment. Fill in the answers as you find them while reading the chapter. 30 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 184 Chapter 13 Basics of Procedural Coding Copyright © 2017 Elsevier, Inc. Antiseptic 5. 75 Copyright © 2017 Elsevier, Inc. DEMONSTRATE RESPECT FOR INDIVIDUAL DIVERSITY, INCLUDING GENDER, RACE, RELIGION, AGE, ECONOMIC STATUS, AND APPEARANCE Student Name Date Explanation: Student must achieve a minimum of a score of 3 in each category to achieve competency. Dr. Williams, thoracic surgeon 12 Chapter 2 The Medical Assistant and the Healthcare Team Copyright © 2017 Elsevier, Inc. and she would receive an e-mail when it 2. Professionalism is a word that's often used with regard to medical personnel. After conducting the research, write a report and present

the person to the class. 10 3. Low-density lipoprotein (LDL) 6. Brooke is not certain how to handle this situation. Main terms b. COMMUNITY RESOURCE REFERRAL FORM Corresponds to PROCEDURE 19-1 MAERB/CAAHEP COMPETENCIES: V.P.9., V.P.10. Preventing, Identifying, and Treating Violence and Abuse c. Balance 6. 5 Comments: Points earned ÷ 100 possible points = Score % Score 172 Chapter 12 Basics of Diagnostic Coding Copyright © 2017 Elsevier, Inc. For each provider, identify the times he or she is not available. Hospitals are classified according to the type of care and services they provide to patients. Calculate the amount of coins to be deposited. How can this be done? It is just before 2 pm and I am trying to reach you as soon as you open your office after lunch. Money in a bank account that is not assigned to pay for any office expenses g. Use restatement, reflection, and clarification to promote understanding throughout the teaching intervention. EQUIPMENT AND SUPPLIES: • Computer with Internet access Standards: Complete the procedure and all critical steps in three attempts. 23 Nutrition and Health Promotion VOCABULARY REVIEW Match the following terms with the correct definition. Name Date Score PROCEDURE 22-2. How can an entry-level medical assistant perform his or her duties with responsibility, integrity, and honesty? Part

VI: Coding Exercises—Using TruCode Encoder Code the following diagnoses to the highest level of specificity using TruCode Encoder. Tea, SD 81 Copyright © 2017 Elsevier, Inc. Main Term: Essential Modifier: 7. Explain the role of the hospitalist. Within the last few weeks, the demand for appointments has increased yet again and it has been attributed to the Atlanta public health department's "Get a Flu Shot" campaign. • Complete the insurance with the contact number listed on the back of the patient on the back of the patient of the patient information. Call the health insurance with the contact number listed on the back of the patient of t access. Discuss how you would talk with a patient who has expressed legitimate fears about having health information in electronic form. Sanitize the hands. 10 Tabular List 1. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 126 Chapter 10 Daily Operations in the Ambulatory Care Setting Copyright © 2017 Elsevier, Inc. Dr. Patrick recommends that Mr. Tim Shields start taking Rituxan (rituximab) for non-Hodgkin's lymphoma (NHL). 20 *4. At the beginning of each chapter in the textbook are learning objectives that you should have mastered by the time you have finished studying that chapter. Include in your discussion the physician's concerns about antibiotic resistance. Community resources that are available in your area. Provide examples of each and describe how the receiver may put his or her own interpretation on them. Describe how to keep the e-mails to patients within the guidelines of HIPAA. Complete blocks 12 and 13 by entering "signature on file" and the date. For the following scenarios, write "Yes" on the line if the medical assistant's actions are acceptable practice according to Health Insurance Portability and Accountability Act (HIPAA) guidelines or "No" if they are not acceptable. Part V: Body Mechanics 1. Touch screen Input Output Storage 9. 175 Copyright © 2017 Elsevier, Inc. Set up an interview with an office manager and discuss the cost of running a medical practice from month to month. 50 Attempt 2 Attempt 3 315 Copyright © 2017 Elsevier, Inc. Risk management behaviors and actions are designed to identify, contain, reduce, or eliminate the potential for patient harm and ultimately financial loss to the practice. When a provider's fee exceeds the allowed amount record for that difference. Chris is an MA, who has been working in your department for the last 3 months. The mother of a 19-year-old patient, Sue Collins, calls the office. You are a medical assistant in a small practice and have been told that you now have the responsibility for paying the bills by writing out and signing the checks. What is the effective date of the plan? Explain why confidentiality is critical in the medical environment. ROLE-PLAY SCENARIO: Celia Tapia, DOB 5/18/1970, has just completed her office visit with Dr. Martin and is checking out at your desk. Smith, RMA 2. Part IV: Determining the Main Term and Essential Modifier Review the following diagnostic statements and determine the main term and essential modifier in the Alphabetic Index. Conflicts should be resolved immediately. 10 *9. 20 Catalog method: Using the catalog, find the item required. The laboratory phone number is 800-555-3333 and my extension is 255. Summarize how the medical assistant can apply the Patient's Bill of Rights to everyday practice in the healthcare setting. If you make an error, draw a single line through the error, write "error" above it, add the correction, and initial and date the entry. Using a scanner that is connected to the computer, scan each document, creating an individual digital image for each. Describe how to get an object that is above your head on a shelf. 60 Electronic to confirm understanding. Summarize the steps to take and exactly what "I" message you will deliver. Review the record for errors before you pass it to the provider or exit the EHR health history area. Practice Performed If Answer Is No, Document Plan for Remediation Yes No Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. COMPOSE A PROFESSIONAL CORRESPONDENCE UTILIZING ELECTRONIC TECHNOLOGY: COMPOSE A PROFESSIONAL CORRESPONDENCE UTILIZING ELECTRONIC TECHNOLOGY: Compose a professional e-mail that conveys the message clearly concisely, and accurately to the reader. SKILLS AND CONCEPTS Part I: Getting to Know ICD-10-CM Coding 1. About three years ago they moved to electronic health record and practice management software, which increased the efficiency of their processes and saved the staff time. is the provider's health history evaluation and physical assessment assessment. 3. An alphanumeric number issued by the insurance company giving approval of a procedure or service is a(n). What are the important steps in cleaning instruments so that all biologic material is removed? The scheduling guidelines indicate a follow-up appointment is 15 minutes long. All rights reserved. Chapter 17 Banking Services and Procedures b. 5 6. • Material covered • Patient response or level of skill performance • Plans for next session • Community referrals Complete 345 Copyright © 2017 Elsevier, Inc. Make the form attractive and easy to understand. Services offered f. In the EHR, search for the patient, using the patient's last and first name. Release Medical Records To: in which you would like to release or receive medical records information: Medical Record on Paper Faxed Medical Record Medical Records via Internet Reason for Request I hereby release the provider of said records from any legal responsibility or liability in connection with the release of the records indicated herein. The year label should be close to the name label. Mrs. Gary Stevens was diagnosed with cardiomegaly. 25 *5. Ballard had an ovarian cyst, which was removed after a visit to the emergency department. Place the allergy label on the front of the record. About Us c. 306 Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. The patient decides to switch providers because of her dissatisfaction with the care provided in the facility, 50 10 125 Copyright © 2017 Elsevier, Inc. Name Date Score PROCEDURE 5-2. In that case, the Physician Practice will disclose only information that is directly relevant to the person's involvement with my healthcare or payment relating to my health care. The patient has the right to receive information about his or her health plan, professionals, facilities, and personal care. According to your screening guidelines indicate she needs to be seen today and scheduling guidelines indicate she needs to be seen today and scheduling guidelines, she needs to be seen today and scheduling guidelines, she needs to be seen today and scheduling guidelines indicate she needs to be seen today and scheduling guidelines, she needs to be seen today and scheduling guidelines indicate she needs to be seen today and scheduling guidelines indicate she needs to be seen today and scheduling guidelines, she needs to be seen today and scheduling guidelines indicate she needs to be seen today and schedulines guidelines indicate she needs to be seen today and schedulines guidelines guidelines guidelines guidelines guidelines guidelines guidelines guidelines guidelines g check for heart problems. The medical assistant should refrain from inappropriate and unprofessional behaviors, when Carmen expresses her fears, Chris responds with, "I wouldn't worry about that. Be creative with logos and fonts. DEPOSIT TICKET WALDEN-MARTIN FAMLY MEDICAL CLINIC 1234 ANYSTREET ANYTOWN, ANYSTATE 12345 DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL Clear Water Bank Anytown, Anystate ACCOUNT NUMBER: 123-456-78910 Endorse & List Checks Separately DATE currently weighs 435 pounds. is health insurance coverage for those who are not covered by their 187 Copyright © 2017 Elsevier, Inc. Dr. Gleaton, anesthesiologist h. Once an encounter has been created return to the Patient Dashboard and click on the Superbill link on the right (or click on the Coding and Billing tab). The administrative medical assistant may be involved in either researching or renewing insurance policies for their employers. Is the office manager at fault? (For directional purposes, assume the record main fold is on the left and the tab is at the bottom.) 10 4. Administrative skills include: f. Match the following terms with the correct definition: Terms Definitions 1. supplies (e.g., bandages, gauze, needles, and sharps containers). Describe the processes available for the verification of eligibility for services. 10 8. Erma Willis (DOB 12/09/1947) was seen for excessive snoring, and Dr. Walden ordered a sleep study. NIH 7. All rights reserved. Chapter 18 Supervision and Human Resources Management 14. Visit the National Institutes of Health (NIH) Health Topics link at . What does the medical assistant need to do? each month to ensure that all the medications and 3. SELECT APPROPRIATE BARRIER/PERSONAL PROTECTIVE EQUIPMENT AND DEMONSTRATE PROPER DISPOSAL OF BIOHAZARDOUS MATERIAL: USE STANDARD PRECAUTIONS FOR 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Use the Internet to investigate color-coding systems for paper-based records. Although not specifies methods by which a patient agrees to let the practice notify the patient of routine treatment, payment, and healthcare operations (TPO). Physicians and Allied Health Professions 61 Copyright © 2017 Elsevier, Inc. EQUIPMENT AND SUPPLIES: • Antibacterial soap and warm running water • Exposure incident report form Sample Blood and Body Fluid Exposure Report Form from the Centers for Disease Control (CDC) can be found at Standards: Complete the procedure and all critical steps in three attempts. For words you do not know or for words that the physician's instructions. Name Date Score PROCEDURE 15-2. Choose one of these resources and investigate the services it provides in greater detail, either by interviewing an individual who works or volunteers in the organization or by attending one of the group's sponsored meetings. Leftjustify the last name, followed by a comma, the first name, middle initial, and a period (e.g., Smith, Mary J.). List six common errors of disinfection. Time began Total minutes: Steps *1. Gather relevant information by researching each problem. • Adequate hand hygiene should be performed in the following circumstances: • Before and after contact with the patient or the immediate care environment • Before performing an aseptic task (e.g., giving an injection, drawing blood) • After contact with blood, body fluids, or contaminated surfaces • When hands move from a contaminated hand rubs drastically reduce the risk for the healthcare worker becoming infected and prevent the spread of infection among patients in the facility. EQUIPMENT AND SUPPLIES: • Appointment book or computer with scheduling software • Scheduling softwa working in a dermatology office with two providers and three other medical assistants. Remain sensitive to the diverse needs of your patient throughout the interview process, including his health, family, and diet histories and the recommendations of the provider. Public open house d. If this is the first hand washing of the day, thoroughly inspect the area under each fingernail and clean with a nail brush or an orange stick. 2 The Medical Assistant and the Healthcare Team VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Using your knowledge of medical terminology, review the physician's documentation and explain the medical terms to the patient Basics of Diagnostic Coding Copyright © 2017 Elsevier, Inc. You are usually a nonassertive person, but you know that you have to get your notes back or you will not do well on the test. His phone number is 972555-8824. CASE STUDIES Case Study 1 Janie Haynes consistently arrives at the clinic between 15 and 45 minutes late. Explain why she might be ordered either over-the-counter (OTC) or prescribed medication as a palliative treatment for this viral infection. The medical assistant should maintain a current list of community resources to assist patients in meeting their healthcare needs. Name Date Score PROCEDURE 6-2. How should you manage this situation? If you are using a computerized provider order entry (CPOE) system and your facility performs the procedure, you also need to enter the order using the CPOE system. One of Dr. Patrick's partners, Dr. Adams, is vehemently opposed to the project because of the cost to the local taxpayers who support the hospital. If there is no encounter shown, create an encounter by clicking on Office Visit under Info Panel on the left, select a visit type and click on Save. This activity can be completed using either: • A paper form (Procedure 15-2 A and Work Product 15-1) or • SimChart for the Medical Office (Procedure 15-2 B) (Use the Simulation Playground) Scenario: You are working with Dr. Julie Walden at Walden-Martin Family Medicine Clinic. What is the difference between ethics and morals? If applicable, create a reminder to check on the procedure results after the appointment date. All rights reserved. Chapter 7 Technology and Written Communication CASE STUDY Read the case study and answer the questions that follow. It is best if you attempt to solve the conflict in a private place at a prescheduled time. Rosa is helping to update the OSHA Exposure Control Plan in her office. Therapeutic nonverbal behaviors are key to a successful interview process. Unsatisfactory progress reports from patients should be directed to the 7. are words that sound alike. Verify the name and the date of birth on the health records and ensure that they match the information on the health record. The previous cases are called . Explain the rationale behind your behavior. Dr. Young took a problem-focused history, performed a problem-focused examination, and then made straightforward medical decisions. Tachy., supraventric Tedinitix/unspec. All rights reserved. Chapter 8 Telephone Techniques Possible Points Steps 8. (Yes or No) Date of Injury: Provider of Service: Agency Phone: Worker's Compensation related? Create 15 legal questions to ask the applicants. Allison Gaile Yarbrough 8. His daughter is in the examination room with him, so would it be better to gather patient information from her? Identify five practices that are beyond the scope of practice of medical assistants. Use reflection as appropriate to communicate your acknowledgment of the patient's feelings. Describe the electronic claim form. 2 Chapter 1 Competency Based Education and the Medical Assistant Student Copyright © 2017 Elsevier, Inc. Watch and listen for verification of the person's understanding. He asks that his partner, David, accompany him into the examination room. Describe the process to appeal a claim. Print Name: Last four digits of SSN or other identifier: Pri g. Karry Madge Chapmann 11. Selecting which calls will be forwarded to the physician immediately is a process called 2. 5 69 Copyright © 2017 Elsevier, Inc. What is the ending balance on the worksheet? All rights reserved. Chapter 8 Telephone Techniques Possible Points Steps 4. Keyboard Input Output Storage 3. Role-play the correct way of contacting the patient about personal health information. All rights reserved. Chapter 18 Supervision and Human Resources Management Scoring Criteria (1 thru 4) c. Research the I-9 form and summarize the process of completing the I-9 form. 5 5. INTERNET ACTIVITIES Choose one or more of these activities and share your results with the class, if appropriate. Perform an online search of the different ways EHRs can be used in the medical office. Have one blank line between the date line and the last line of the letterhead. Concerns like this can be used in the medical office. Have one blank line between the date line and the last line of the letterhead. Concerns like this can be used in the medical office. submitted. Part II: Preparing a Bank Deposit Activity 1 Prepare a bank deposit ticket (slip) using Procedure 17-1 and Work Products 17-1 and 17-2. Research job postings on the internet that relate to medical billing and coding. When Keith needed to purchase printer cartridges, he identified the who sells the brand he needed. Identify equipment and supplies needed to create, maintain, and store health records. He also has some pain in his lower abdominal area. Using Figure 15-1 in the textbook, list the billing information found on the patient registration form. Summarize eight approaches to language barriers. She loves to cook for her large family but complains of difficulty reading recipes because the diabetes has resulted in diabetic retinopathy. Ask questions about material you find unclear. Total protein urine test 30. Gender difference barriers e. Be open to alternative times if the patient can't make the initial options you gave. To provide patient can't make the initial options you find unclear. Total protein urine test 30. Gender difference barriers e. Be open to alternative times if the patient can't make the initial options you gave. regarding procedures that need prior authorization from the insurance carriers. The clinic's name and contact information should be after your name in the closing section of the e-mail. This call was received at 3:45 pm on September 4. A patient who refuses to believe she has breast cancer. 33. WORKPLACE APPLICATION OPTIONS 1. Do you thinked prior authorization from the insurance carriers. this means Mrs. Message retrieved from the answering machine, "Hello. All rights reserved. John Smith, 383 E. Total for coins: 4. Do you think his status will affect your reaction to this patient? 10 185 Copyright © 2017 Elsevier, Inc. 37 Copyright © 2017 Elsevier, Inc. 37 Copyright Date of the served of the office manager, opens the door to Clear Skin Dermatology at 10 am and a patient is waiting outside the door. Summary of Learning Objectives at the end of each chapter in the textbook to help you review for exams. All rights reserved. Chapter 15 Medical Billing and Reimbursement This page intentionally left blank UNIT FOUR MEDICAL OFFICE ADMINISTRATIVE FUNCTIONS Patient Accounts, Collections, and 16 Practice Management VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. The person presenting the check for payment 13. You have not been using sunscreen, have you?" 2. Contents Unit One Introduction to Medical Assistant and the Healthcare Team, 7 Chapter 3 Professional Behavior in the Workplace, 17 Chapter 4 Therapeutic Communications, 23 Chapter 5 Medicine and Law, 37 Chapter 6 Medicine and Ethics, 59 Unit Two Ambulatory Care Administration Chapter 7 Technology and Written Communication, 71 Chapter 8 Telephone Techniques, 87 Chapter 9 Scheduling Appointments and Patient Processing, 101 Chapter 10 Daily Operations in the Ambulatory Care Setting, 119 Chapter 11 The Health Record, 143 Unit Three Coding and Medical Billing Procedures Chapter 12 Basics of Procedural Coding, 175 Chapter 13 Basics of Procedural Coding, 175 Chapter 14 Basics of Health Insurance, 187 Chapter 15 Medical Billing and Reimbursement, 203 Unit Four Medical Office Administrative Functions Chapter 15 Medical Billing and Reimbursement, 243 Chapter 17 Chapter 18 Design Science Functions Chapter 18 Design Science Functions Chapter 19 Design Science Function Chapter 19 Design Science Fu Banking Services and Procedures, 257 Chapter 18 Supervision and Human Resources Management, 277 Chapter 19 Medical Assisting Chapter 20 Infection Control, 299 Chapter 21 Patient Assessment, 323 Chapter 22 Patient Education, 343 Chapter 23 Nutrition and Health Promotion, 353 Chapter 24 Vital Signs, 371 Chapter 25 Assisting with Medications, 463 Unit Seven Assisting with Medical Specialties Chapter 27 Pharmacology, 429 Chapter 27 Pharmacology, 429 Chapter 27 Pharmacology, 429 Chapter 27 Pharmacology, 429 Chapter 28 Administering Medications, 463 Unit Seven Assisting with Medical Specialties Chapter 27 Pharmacology, 429 Chapter 27 Pharmacology, 429 Chapter 28 Administering Medications, 463 Unit Seven Assisting with Medical Specialties Chapter 28 Administering Medications, 463 Unit Seven Assisting with Medical Specialties Chapter 28 Administering Medications, 463 Unit Seven Assisting with Medical Specialties Chapter 28 Administering Medications, 463 Unit Seven Assisting with Medical Specialties Chapter 29 Pharmacology, 429 Cha Safety and Emergency Practices, 511 Chapter 30 Assisting in Ophthalmology, 587 Chapter 31 Assisting in Obstetrics and Gynecology, 587 Chapter 33 Assisting in Dermatology, 587 Chapter 32 Assisting in Dermatology, 587 Chapter 31 Assisting in Dermatology, 587 Chapter 30 Assisting in Ophthalmology and Male Reproduction, 623 Chapter 32 Assisting in Dermatology, 587 Chapter 32 Assisting in Dermatology, 587 Chapter 38 Assisting in Dermatology, 588 Ch

Chapter 36 Assisting in Orthopedic Medicine, 695 Chapter 39 Assisting in Pulmonary Medicine, 733 Chapter 39 Assisting in Endocrinology, 771 Chapter 39 Assisting in Endocrinology, 739 Chapter 39 Assisting in Pulmonary Medicine, 753 Chapter 40 Assisting in Endocrinology, 771 Chapter 39 Assisting in Endocrinology, 739 Chapter 39 Assisting in Endocrinology, 730 Chapter 39 Assisting in Endocrinology, 730 Chapter 39 Assisting in Endocrinology, 730 Chapter 30 Assisting in Endocrinology, 730 Chapter 30 Assisting in Endocrinology, 730 Chapter 30 Assisting in Endocrinology, 731 Chapter 30 Assisting in Endocrinology, 731 Chapter 30 Assisting in Endocrinology, 732 Chapter 30 Assisting in Endocrinology, 733 Chapter 30 Assisting in Endocrinology, 733 Chapter 30 Assisting in Endocrinology, 734 Chapter 30 Assisting in Endocrinology, 735 Chapter 30 Assisting in Endocrinology, 736 Chapter 30 Assisting in Endocrinology, 737 Chapter 30 Assisting in Endocrinology, 738 Chapter 30 Assisting in Endocrinology, 739 Chapter 30 Assisting in Endocrinology, 739 Chapter 30 Assisting in Endocrinology, 730 Chapter 3 Electrocardiography, 799 Chapter 43 Assisting with Diagnostic Imaging, 815 Chapter 44 Assisting in the Clinical Laboratory, 824 Chapter 45 Assisting in the Analysis of Blood, 897 Chapter 48 Assisting in Microbiology and Immunology, 923 Unit Nine Assisting with Surgeries Chapter 49 Surgical Supplies and Instruments, 947 Chapter 50 Surgical Assisting with Surgical Procedures, 959 Unit Ten Career Development and Life Skills, 993 v This page intentionally left blank UNIT ONE INTRODUCTION TO MEDICAL ASSISTING 1 Competency Based Education and the Medical Assistant Student VOCABULARY REVIEW Match the following terms and definitions. Gather the documents to be used. Explain the importance of computer network security and data backup activities performed in the medical office. The representative gives you names of two other inhalers that would be covered. She has limited understanding of English and has difficulty with vision, but she has a large extended family, including a daughter who brought her to the office today and face shield or goggles and mask if potential for splashing of infectious material exists. How do EHRs improve patient care? Discuss the scope of practice for medical assistants in your home state with your peers. Name Achievement Father of modern anatomy—Wrote first anatomy book Discovered the circulatory system Anton van Leeuwenhoek Founder of scientific surgery Edward Jenner Developed smallpox vaccine 7 Copyright © 2017 Elsevier, Inc. Monica smiles at the patient and says "My apologies. • Document any additional information. List one advantage and one disadvantage and include the correct punctuation. Dr. Banford uses a(n) filing system provides patient confidentiality. Create a list of activities you would need to do to prepare for the meeting (e.g., appoint a person to take notes, order food). ORGANIZE A PATIENT'S HEALTH RECORD MAERB/CAAHEP COMPETENCIES: VI.P.4., VI.P.6. VI.P.7. ABHES COMPETENCIES: 7.a., 7.b., 8.a. TASK: Scan paper records and upload health record digital files to the EHR. Scoring Criteria (1 Thru 4) Recognizes the effect that personal ethics and morals may have on the delivery of healthcare Excellent Evidence of Learning 4 Adequate Evidence of Learning 3 Limited Evidence of Learning 2 Unacceptable Evidence of Learning 1 Student demonstrates the highest level of examination of the effect that personal ethics and morals may have on the delivery of healthcare Student demonstrates mastery level of examination of the effect that personal ethics and morals may have on the delivery of healthcare Student demonstrates mastery level of examination of the effect that personal ethics and morals may have on the delivery of healthcare Student demonstrates mastery level of examination of the effect that personal ethics and morals may have on the delivery of healthcare Student demonstrates mastery level of examination of the effect that personal ethics are student demonstrates may have on the delivery of healthcare Student demonstrates may have a supplication of healthcare Student demonstrates may have a supplication of healthcare Student demonstrates may have a supplication of healthcare examination of the effect that personal ethics and morals may have on the delivery of healthcare Student demonstrates the main concepts of examination of the effect that personal ethics and morals may have on the delivery of healthcare Student demonstrates the main concepts of examination of the effect that personal ethics and morals may have on the delivery of healthcare but does not perform them adequately Score Score Score Score Attempt Attempt Attempt 1 2 3 64 Chapter 6 Medicine and Ethics Copyright © 2017 Elsevier, Inc. *12. Check for proper spacing between the parts of the e-mail. Although these situations may present more than one ethical problem, choose only one possibility for each exercise. At least one individual trained in infection prevention is employed by or regularly available to the facility. Visit three medical offices and determine the type of filing system that each uses. Tactful behaviors encompass both nonverbal and verbal communication. Terminate the call in a pleasant manner and replace the receiver gently. A tetanus toxoid vaccination was SUPPLIES: • Patient health record • Patient's health insurance identification (ID) card Standards: Complete the procedure and all critical steps in three active listening techniques used during the interview? All rights reserved. Chapter 21 Patient Assessment Comments: Points earned ÷ 100 possible points = Score % Sc Instructor's signature 342 Chapter 21 Patient Assessment Copyright © 2017 Elsevier, Inc. 5 Catalog method: Complete supplier's information at the top of the order form. Explain the three types of insurance discussed in the chapter 1. All rights reserved. Chapter 9 Scheduling Appointments and Patient Processing Part VIII: Registration Procedures 1. REC'D. Healthcare providers need to apply to become a through a process called credentialing. For example, one of your responsibilities as a medical assistant will be to provide patient education on the purpose of a diagnostic study. which I have executed an Authorization permitting disclosures of my PHI. He has been taking Advil for relief of symptoms. Chris will be observing how you handle situations where diversity is involved. When he went to check the temperature of the medication refrigerator and freezer, he found that the refrigerator door had been slightly ajar all night postings. Are there any added sugars in this product? Procurement 4. • Were the goals for the session reached? Completely obvious, conspicuous, or obtrusive, especially in a crass or offensive manner; brazen. Things that incite or spur to action; rewards or reasons for performing a task. Determine whether a Special Report is required. If you find a nontechnical word you do not know (e.g., drowsy), try to guess its meaning from the sentence (e.g., with electrolyte imbalance, the patient may feel fatigued and drowsy). Ms. Lange also has issues with her bill and canceled the last two follow-up appointments. What therapeutic communication skills can be used to get more information from Ms. the patient in a soft voice, "Would you like to join me in this private conference room to discuss your concerns and contact the insurance company to find out how much you will be responsible for?" The patient agrees with Monica and follows her to the back conference room. The person who signs his or her name on the back of a check for the purpose of transferring all rights in the check to another party 11. is never acceptable in health records because it obscures the original entry. Several patients have complained about how Chris has talked and acted towards them. (Yes or No) Agency Name and Address of Service Fax Number: Agency Contact Name: Medical Office Representative Completed and sent on: For insurance carrier's use ONLY Authorization Number: Effective Date: Expiration Date: This page intentionally left blank Name: Date: WORK PRODUCT 15-2. Locate the window to upload Diagnostic/Lab Results and a list of negatives about each product found. Name Date Score PROCEDURE 16-1. Diversity j. Printer Input Output Storage 4. Notices Knowledge and best practice in this field are constantly changing. 10 *3. Role-play the methods for reporting HIPAA violations in the facility. Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 36 Chapter 4 Therapeutic Communications Copyright © 2017 Elsevier, Inc. For the equipment, manufacturer, and serial number • Location and facility number if applicable • Purchase date, supplier, cost, and warranty information *2. Jonathan Briggs has been diagnosed with attention deficit disorder, without mention of hyperactivity. Water-soluble fiber found in some cereals, dietary supplements, and bulk fiber laxatives Vertigo c. Presence of pouch-like herniations through the muscular layer of the colon m. Safeguards mandated by HIPAA include: 5 10 10 • Passwords to secure access to all EHRs • Computer monitor shields to protect patient traffic areas to prevent accidental release of information • Securing all medical records 334 Chapter 21 Patient Assessment Copyright © 2017 Elsevier, Inc. This type of referral is used when the physician believes that the patient must see a specialist to continue treatment. My appointment is on August 17th 20XX. 10003 J3360 CBC w/part diff 11100 Skin Bx Hemoyal 90720 Strep Antigen 17101 Wart Removal, 2nd 90746 Wart Removal, 3-15 90707 Throat Culture 17102 86580 Chem profile 11042 Wound Debrid. Click Save. Using the prongs on the left side of the record, secure the registration form. Did the medical assistant explain medical terminology? She is not identified on the patient's Notice of Privacy Practices form. How might she display tactful behavior when communicating with the provider about the thirdparty requirements? provide direct patients as directed by the physician. DISPLAY SENSITIVITY WHEN REQUESTING PAYMENT FOR SERVICES RENDERED Explanation: Student must achieve a minimum score of 3 in each category to achieve competency. Provide the patient with options if appropriate. Complete blocks 31-33a by entering in the provider's and facility's information in lay terms. Scoring Criteria (1 thru 4) Demonstrated tactful verbal communication, by being respectful, honest, and courteous. Make any final corrections. 6. 181 Copyright © 2017 Elsevier, Inc. When he decided to buy new computers, he expected Brooke to assemble all of them and set remains a contraction of them and set remains a contraction of the communication of them and set remains a contraction of them and set remains a contraction of the contract up a new network. When provider may be inclined to code to a higher specificity level than the service provided actually involved. Student Name Date AFFECTIVE COMPETENCIES: V.A1. How should she approach the physician? Determine the amount the patient owes by reviewing the patient's account record. What could happen if she refuses? Callers with complaints 6. Record the CPT code selected in the health record documentation next to the procedure or service performed and in the appropriate block of the insurance claim form. CMS-1500 HEALTH INSURANCE CLAIM FORM To be used with Procedure 15-3 A MAERB/CAAHEP COMPETENCIES: VIII.P.4. ABHES COMPETENCIES 8.c. PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12) This page intentionally left blank Name: Date: WORK PRODUCT 15-4. The doctor is very good with diabetic patients in the following case studies? 20 a. Routing transit number 8. Yesterday, Betsy and Sue work with Dr Jones. Part VI: Telephone Technique 1. One of the goals of the patient Act(s) c. Design a registration form for a fictional clinic that includes all information necessary for a new patient. X-ray films were taken, and a physician read them. Working memory that is required for the computer to operate; holds data that are currently being used and empties when the power is turned off 72 Chapter 7 Technology and Written Communication to take if a patient is paying with cash. At the end of the day, Suzanne reduce the number of microorganisms. How can the medical assistant ensure that confidential information remains private? The physician placed Roberta on multivitamin therapy and told her to return in 1 week to discuss her laboratory test results. 18 Chapter 3 Professional Behavior in the Workplace Copyright © 2017 Elsevier, Inc. All rights reserved. Chapter 19 Medical Practice Marketing and Customer Service Meanwhile another patients with co-workers. AFFECTIVE COMPETENCIES: V.A1. Processing d. Describe how to safely lift an object. What is the difference between a differential diagnosis and a clinical diagnosis? Summarize the resources available on this website. Research confidentiality and e-mails with patients. In the United States, he althoracy practitioners render services available on this website. Research confidentiality and e-mails with patients. In the United States, he althoracy practitioners render services available on this website. can't be seen "right now." What strategies can you do to keep yourself and others safe? Oddville, KY k. The patient should present with a situation or an illness he or she wants to keep confidential. Investigate the ChooseMyPlate.gov site. A patient financial responsibility that is due at the time of the office visit. Printed information about the facility should contain details about how and where a patient can make a complaint about the care received. 166 Chapter 12 Basics of Diagnostic Coding Copyright © 2017 Elsevier, Inc. Release of information was the correct information for the encounter: Patient Norma B. How are you feeling today? APPLY FEEDBACK TECHNIQUES, INCLUDING REFLECTION, RESTATEMENT, AND CLARIFICATION, TO OBTAIN PATIENT INFORMATION Complete this procedure with another student playing the role of the patient. Assertive communication will get you what you want. She should bring in any medications that she is currently taking. Kiasha Johnson brought her 2-year-old to the clinic today because of a high fever, vomiting, and diarrhea. Scenario 2: Martha Bravo is seeing Dr. Walden for the first time for hypothyroidism (ICD-10-CM; E03.9). You will be unable to treat your patients empathetically unless you can connect with them in some way. He should make a follow-up appointment for 2 weeks from his initial appointment. 39 Copyright © 2017 Elsevier, Inc. Based on your knowledge of the Patient's Bill of Rights, has Dr. Patrick complied with the provider part of the agreement? Student Name Date AFFECTIVE COMPETENCY: V.A4. Part V: Filing Procedures 1. 10 *6. If you were working with Monica, what additional ways could you provide exceptional customer service? Soloman and Richard M. ADDITIONAL STUDY HINTS FOR ENGLISH AS A SECOND LANGUAGE (ESL) STUDENTS Vocabulary iii in your book, including the medical assisting meaning. Conflicts of Interest 14. d. He spent approximately 30 minutes with Roberta, taking a detailed history and performing a detailed examination, making low-complexity medical decisions. 5 Copyright © 2017 Elsevier, Inc. Rinse well, holding your hands so that the water flows from your wrists downward to your fingertips. She just moved to the area and her asthma has flared up over the last 24 hours, but her albuterol inhaler is empty and she needs a new prescription for it. Identify the insured's policy number and group number. Aaron Jackson was seen by Dr. Walden on October 12, 20XX for a well-child check. What can Rosa do during her time with the patient to educate the person properly about aseptic technique? He denies having headaches and has no previous Hx of ear infections or hypertension. Mr. Juan Ross calls to get his prescription for Ambien refilled. You are working in an internal medicine clinic and your next patient is a 58-year-old male. All rights reserved. Chapter 12 Basics of Diagnostic Coding Possible Points Steps *4. Public domain 3. Location and/or a map of the practice c. All rights reserved. Chapter 14 Basics of Health Insurance Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 196 Chapter 14 Basics of Health Insurance Copyright © 2017 Elsevier, Inc. Helps defray medical costs not covered by Medicare Dental care d. Dr. Tips, allergist/immunologist 10. ENDORSE CHECK HERE X DO NOT WRITE STAMP, OR SIGN BELOW THIS LINE 267 Copyright © 2017 Elsevier, Inc. Gather information on the piece of equipment identified for routine maintenance, including name, serial number, location, facility number, manufacturer, purchased date, warranty information, frequency of inspections, and service provider. All rights reserved. Chapter 4 Therapeutic Communications 6. An individual who is prone to engage in lawsuits is considered 21. Explore practical alternatives. Cohesive h. 10 35 Copyright © 2017 Elsevier, Inc. Physical separation barriers b. Make sure to include all of the information from the encounter. Enter this information into blocks 1 and 1a. Spores 18. The resourcebased relative value scale includes the following three parts: a. What does the role of the medical assistant educator include? What is the purpose of the reference line in a professional letter? Do not share information about the patient with anyone not directly related to the patient's care. Send her an appointment reminder via e-mail. 190 Chapter Basics of Health Insurance Copyright © 2017 Elsevier, Inc. 40 3. "Good morning," Monica says as she greets the first patient of the day. For what signs and symptoms should she look when she puts on latex gloves? Part II: Guides for Scheduling 1. She provides informed consent to Mr. Shields about the risks of Rituxan, including the possibility of a serious allergic reaction, severe skin and mouth reactions, and an increased risk of serious or life-threatening complications if the patient has hepatitis B. Local senior center 8. INTERNET ACTIVITY Refer to the learning styles inventory developed by Barbara A. Describe compliance with public health statutes regarding reporting communicable diseases; abuse, neglect, and exploitation; and wounds of violence. Pull the glove inside out. What are some reasons disinfection might not occur? Carlotti is a devout Catholic and tells you she has to go to church and pray about what she should do before she schedules the surgery. Ms. Sklaar had gastric bypass surgery 2 years ago and now wants to undergo abdominoplasty to remove excess skin. SUPPLY INVENTORY FORM To be used with Procedure 10-3 MAERB/CAAHEP COMPETENCIES: 8.e. Item Number Supplier's Name Reorder Point Quantity to Reorder Cost Stock Available Order 137 Copyright © 2017 Elsevier, Inc. Using the following case study from the Infection Control chapter, role-play with your partner how you would apply the CDC recommendations for adequate hand hygiene. Contact information (telephone numbers, e-mail and website addresses) d. 20. Zach is responsible for clinical medical assistant opening duties. Stephanie Thompson has a urinary tract infection. *2. Describe how you could use mind maps to help you learn complicated material. She wants to include a policy for wearing gloves. To prepare for this role, collect a minimum of 25 community resources such as support groups, educational workshops, dietary assistance, national organizations, medical equipment suppliers, and so forth, that are available in your area. Using the appointment book and a black pen, draw an X through the times the office is not opened. Complete an exposure incident report that details the type of injury, the events of the incident, the equipment involved, and any other pertinent information. Does the mother have the right to this information? If a computer is provided in the reception area, what cautionary measure should be taken to ensure patients' privacy? Take the patient to a quiet, private area for the interview and explain why the information is needed. He also ordered a urinalysis, an iron-binding capacity, and a vitamin B12 test. • Do the patient's culture, ethnic background, or religious beliefs influence the way he or she perceives disease and/ or the role of healthcare workers? How can the medical assistant know that online bill-paying services are safe and secure? Check this understanding with another student or the instructor. Patients arrive, make payments, and the cashbox remains on the desk visible to all and in easy hand washing removes or reduces the numbers of transient flora on the surface of the skin, thus preventing them from infecting a susceptible patient. When she has come in over the past months, her husband makes all of her healthcare decisions. Print the name of the section on the front and back of the label. Statute of limitations b. The management of debt incurred and not yet paid D. Respectfully explain that the previous balance before he or she can care for the patient. Visit the Infection Control area of the CDC site at www.cdc.gov/ncidod/dhqp/index.html. Request to Receive Confidential Communications by Alternative Means: As provided by Privacy Rule Section 164.522(b), I hereby request that the Practice make all communications to me by the alternative means that I have listed below. courtesy, but a diplomacy and little more courtesy, but a improvement is lot more needed. copyright notice are intended for removal. Describe how to use the most current procedural coding system., which showed the items the examination rooms by replacing the supplies that were 7. EXPLAIN TO A PATIENT THE RATIONALE FOR PERFORMANCE OF A PROCEDURE Explanation: Student must achieve a minimum score of 3 in each category to achieve competency. Signature pad Input Output Storage 11. in the hallway as he left because he disagreed with a 7. 151 Copyright © 2017 Elsevier, Inc. Label the chain of infection diagram with the following terms. What is professional courtesy and why is it less common now than in years past? 25 Attempt 1 Attempt 2 Attempt 3 339 Copyright © 2017 Elsevier, Inc. Label the chain of infection diagram with the following terms. What is professional courtesy and why is it less common now than in years past? 25 Attempt 1 Attempt 2 Attempt 3 339 Copyright © 2017 Elsevier, Inc. Label the chain of infection diagram with the following terms. Elsevier, Inc. All rights reserved. Chapter 13 Basics of Procedural Coding Copyright © 2017 Elsevier, Inc. Why is it important for a professional medical assistant to respond to constructive criticism? By signing this form, I am consenting to allow Kennedy Family Practice to use and disclose my PHI to carry out TPO. Form a study group with other students so that you can help one another. Personal biases or prejudices are monumental barriers to the development of therapeutic relationships and the delivery of ethical patient care. If using a paper form, record all information legibly and neatly and spell words correctly. 10 11. List each check on a separate line. Explain the difference between normal resident flora and transient flora Restrictive endorsement: c. 258 Chapter 17 Banking Services and Procedures Copyright © 2017 Elsevier, Inc. What are the two types of verbal communication? VS are T-97.6°, P-110/minute, R-20/minute, R-20/m needs of your patient throughout the interview process, including cultural background and problems with vision and hearing. Sarah is considered a(n) Black's shipments. SKILLS AND CONCEPTS 1. Once your patient has been located click on the arrow across from the name in the ledger. List eight items that should be recorded for each supply in inventory. How do medical assistant students perform ethically while completing their education? Gigabyte Part II: Input, Output, and Storage Devices Label each of the following as an input, output, or storage device. A provides patients with website access to their personal health information; patients have a secure username and password to view from the medical documentation. What are some of the most important features? The person who stands accused of a crime in court is called the 12. Martin Smith is a patient who always disrupts the clinic. For several cultures, eye contact is disrespectful. Many different factors influence the development of a value system. Starting on the second line below the inside address, type the salutation using the correct format. EQUIPMENT AND SUPPLIES: • Plumbed or self-contained eyewash unit • Disposable gloves Standards: Complete the procedure and all critical steps in three attempts. MANAGE APPOINTMENT SCHEDULING USING ESTABLISHED PRIORITIES: ESTABLISH THE

the form. Be courteous and use a formal approach to communication. When a patient calls to reschedule an appointment, follow steps 1 through 4. Summarize your findings. 15 7. Dr. Haskins, geneticist b. 10 Attempt 2 Attempt 2 Attempt 3 97 Copyright © 2017 Elsevier, Inc. Study Guide and Procedure Checklist Manual for Kinn's The Medical Assistant Thirteenth Edition Deborah Proctor, EdD, RN Adjunct Faculty Member Butler County Community College Butler, Pennsylvania Brigitte Niedzwiecki, RN, MSN, RMA Medical Assistant Instructor Chippewa Valley Technical College Eau Claire, Wisconsin Julie Pepper, BS, CMA (AAMA) Medical Assistant Instructor Chippewa Valley Technical College Eau Claire, Wisconsin Payel Bhattacharya Madero, MBA, RHIT Adjunct Faculty California State University, Fullerton Fullerton, California Marti Garrels, MSA, MTA (ASCP), CMA (AAMA) Medical Assisting Program Consultant Retired Medical Assisting Program Director Lake Washington Institute of Technology Kirkland, Washington Helen Mills, RN, MSN, RMA, LXMO, AHI Clinical Educator Martin Health System Stuart, Florida 3251 Riverport Lane St. Louis, Missouri 63043 STUDY GUIDE AND PROCEDURE CHECKLIST MANUAL FOR KINN'S THE MEDICAL ASSISTANT, THIRTEENTH EDITION ISBN: 978-0-323-42947-4 Copyright © 2017, Elsevier Inc Summarize how to communicate effectively with children. No nausea. Radiology report g. Complete c. What is her nonverbal behavior telling you and how can you establish therapeutic communication with this patients. Define the Patient Approved Email address 55 Copyright © 2017 Elsevier, Inc. 9. Make sure you are aware of your state's rules governing medical assistant scope of practice. Indicate what supplies need to be reordered by checking the appropriate column. A patient who accuses you of being disrespectful when he has acted that way himself. Using a pen, document the date, time, maintenance activity performed, and your signature on the log. The highest level of specificity must be used when coding so that appropriate reimbursement can occur. What is the group number? All rights reserved. Chapter 15 Billing and Reimbursement Referring to the information on the ID card, answer the following questions. What is the total cost before taxes are applied? She is sitting on the end of the examination table with her arms wrapped around her abdomen. Look for errors in the patient's name and date of birth. Patricia's address is: 555 McArthur Avenue, Anytown, AL 12345-1234. Xu is not telling the truth? A capital sum of money due as a debt or used as a fund for which interest is either charged or paid 12. What number should the patient call if he has a concern? What are the differences among implied consent, expressed consent, and informed consent? Demonstrate professionalism by respectfully providing the patient with payment options based on the clinic's policies and what the patient can pay on a monthly basis. Follow up on important messages. Morgan Smith had an acute myocardial infarction, commonly referred to as a heart attack. Content Strategist: Jennifer Janson Content Development Specialist: Rebecca Leenhouts Publishing Services Manager: Hemamalini Rajendrababu Project Manager: Muthukumaran Thangaraj Printed in the United States of America Last digit is the print number: 9 8 7 6 5 4 3 2 1 To the Student This study guide was created to help you to achieve the objectives of each chapter in your text and to establish a solid base of knowledge in medical assisting. 305 Copyright © 2017 Elsevier, Inc. WORKPLACE APPLICATION OPTIONS Complete one or more of these activities and share your results with the class if appropriate. Latent 3. A healthcare provider who has signed a contract with a health insurance plan to accept lower abursements for services in return for patient referrals. He does not take any prescribed medications but uses Tylenol as needed for a headache. Explain the recommendations of the American College of Physicians regarding conflicts of interest. There should be a blank line after the salutation and between each paragraph. Why is it important to make bank deposits of cash and checks daily? Jessica Lundy, a newborn, was admitted to the pediatric critical care unit after her birth, where Dr. Williams provided her initial care. Research the pediatric critical care unit after her birth, where Dr. Williams provided her initial care. Research the pediatric critical care unit after her birth, where Dr. Williams provided her initial care. Research the pediatric critical care unit after her birth, where Dr. Williams provided her initial care. beliefs and values on the patient or family members. Finish the e-mail with closing remarks, Part IX: Consideration for the Patient's Name: Date of Birth: Community Resource Information: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Community Resource Information: Agency: Contact Name: Date of Birth: Date of Birth: Contact Name: Date of Birth: Contact Name: Date of Birth: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Phone number: Website: Services Provided: Agency: Contact Name: Address: Ad Product 17-1 or 17-3). He unlocks supply cabinets, opens examination rooms, turns on the equipment. 10 Attempt 2 Attempt 3 115 Copyright © 2017 Elsevier, Inc. Document the pertinent patient findings using the SOAP method. Essential modifiers These terms are indented one space to the right under the main term. PPE is removed and discarded before leaving the examination room. Vitamins are divided into two groups: soluble vitamins (B complex and C). Write your answer on the line. Dr. Beard ordered the laboratory tests speech to keep the . 122 Chapter 10 Daily Operations in the Ambulatory Care Setting Copyright © 2017 Elsevier, Inc. Dr. Lightfoot prefers that the receptionist office during their examinations. Why or why not? The coder chooses the main term that represents the diagnostic statement. Describe precautions to take when a patient pays with a debit card or a credit card. Explain the purpose of routine maintenance of administrative and clinical equipment. 42 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. All rights reserved. Chapter 16 Patient Accounts, Collections, and Practice Management 2. 5 Attempt 1 Attempt 2 Attempt 3 Your partner should complete the following assessment. Mr. Oldman periodically suffers from kidney stones and may need surgery. Name Date Score PROCEDURE 13-2. LaNelle Elva Crumley 7. As a member of the healthcare team, Chris is responsible for practicing sound risk management principles. Personal Protective Equipment a. Allow your patient to respond to the sent message. He is being seen for hypertension (ICD-10-CM; I10). Create and send an e-mail regarding a medication refill: Norma Washington (08/01/1944) had e-mailed requesting a refill on her atenolol, and she wanted to pick up the medication at Anytown Drug Store. 10 Attempt 2 Attempt 3 153 Copyright © 2017 Elsevier, Inc. Barbara recently graduated as a medical assistant and obtained employment at a local provider's office. Fill in missing words, complete sentences and ideas, and underline key phrases, definitions, and concepts. A(n) employer group plan. PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12) 241 Copyright © 2017 Elsevier, Inc. Prior to ending the call, ask if the patient has any questions. Portal of exit c, Treatment of a clavicular fracture without manipulation 16. Activity 2 Prepare a bank deposit ticket (slip) using Procedure 17-1 and Work Products 17-3 and 17-4. Aggressive individuals ignore the needs of others. URI/unspec. Employer's name, address, and telephone number *7. In your own words, define patient navigator. Disparaging 6. Fill out the preauthorization and/or referral form, providing all information requested. Policies and procedures should honor the provisions of the Patient's Bill of Rights in everyday practice in the healthcare setting. Also c/o dizziness and pain in the eyes. While you are gathering information from a new patient he informs you that he is HIV positive. Explain to the patient the message from the insurance representative using language that can be understood by the patient to meet the demands of a busy practice. A separate manifestation code c. Diverticulitix Diverticulosis Dizziness Dysuria Edema/unspec. James Martin, MD, asked you to contact Norma and let her know he sent the refill order to Anytown Drug Store. Dr. Jackson, colorectal surgeon 9. • Are community resources available that could facilitate therapeutic communication? Approximately 1 trillion bytes b. List five legal interview questions. Use the full block letter format and create the following letter: Jean Burke, NP, has requested that you compose a letter to Janine Butler (DOB 04/25/1968) and let her know that her mammogram from last Wednesday was negative. 211 Copyright © 2017 Elsevier, Inc. Experts say that more than 90% of communication is nonverbal, in fact. The checkbook balance is \$2,313.63. CMS-1500 HEALTH INSURANCE CLAIM FORM 1500 (02-12) 239 Copyright © 2017 Elsevier, Inc. 71 Copyright © 2017 Elsevier, Inc. Describe the linear communication model that involves the sender of the message, the receiver, and the crucial component of feedback to confirm reception of the message. 7. EQUIPMENT AND SUPPLIES: • CPT coding manual (current year) • Progress Note (see Study Guide Chapter 13) (Figure 1) • TruCode encoder software Progress Note for Daniel Miller (DOB 03/12/2012) 04/08/20XX Daniel was seen today for a follow-up visit for his recent case of otitis media in the left ear. All rights reserved. Chapter 15 Medical Billing and Reimbursement 12. Review the physician's documentation. Call and order immunization vaccines (the staff has informed you they are on the last vial). SCENARIO: The agency uses the alphabetic system. Marcia stated that she feels alone and has no one to talk to. Could this be a helpful resource for patients attempting to develop an advance directive? Using the following case study, role-play with two peers how you would display tactful behaviors when communicating with medical providers regarding third party requirements. Hudson Madison suffered a ruptured abdominal aneurysm. What is the member's name? Using the calendar, determine when the office is not opened (e.g., holidays, weekends, evenings). in arteries. 1) 2) 3) 4) 5) 6) 7) 8) 9) 10) 11) 12) 13) 14) 15) 16) 206 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Main Term: Essential Modifier: 10. VS are T-98.7°, P-98/minute, R-20/minute. Brigitte works with to others. Discuss the situation with the patient. Zach is tempted to cover for Sam by changing the morning readings and writing in readings for the prior evening. VERIFY ELIGIBILITY OF SERVICES, INCLUDING DOCUMENTATION MAERB/CAAHEP COMPETENCIES: VIII.P.2. ABHES COMPETENCIES: 8.c. TASK: Confirm that the patient's insurance is in effect and determine what benefits are covered and what exclusions, noncovered procedures and services, and precertifications are included or required. Were the patient's insurance is in effect and determine what benefits are covered and what exclusions, noncovered procedures and services. nonverbal behaviors? Sam switches the phones over to the 10. Review the insurance denial letter carefully. 17 Banking Services and Procedures VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from the list. You notice one of your co-workers rarely washes her hands and never uses the available alcohol pump dispensers. Marie and me arrived early at the medical office. Mr. Roberts, the patient, is no longer responsive. Then rewrite the entries correctly. 25 Attempt 1 Attempt 2 Attempt 3 155 Copyright © 2017 Elsevier, Inc. How could you help the patient described below? Nursing home b. A chest x-ray examination, four views 22. CPT Coding 1. She is not overweight and her blood pressure and other vital signs were normal. Who is the member's primary care provider (PCP)? Research the two-letter postal abbreviations for the states. Scoring Criteria (1 Thru 4) Demonstrated tactful behavior through verbal communication by being respectful, honest, and courteous. Alisa Jordan Williams 22. Summarize what you learned about HIPAA and apply it to practices that should be followed in the workplace. All rights reserved. Chapter 14 Basics of Health Insurance This page intentionally left blank Name Date Score PROCEDURE 14-1. The bank on which the check is drawn or written 9. Dr. Stayer, pediatrician Ms. Jindra has suffered from severe acne most of her adult life. Summarize the safeguards for protection of ePHI. C. Name six activities that can be done with basic online banking services. Confirm that the adjustment was necessary on the EOB. MAERB/CAAHEP COMPETENCIES: V.P.1., V.P.3. ABHES COMPETENCIES: 8.f. TASK: Use restatement, reflection, and clarification to obtain patient information and document patient care accurately. Dr. Morganstern decided to perform a complete blood count, an electrolyte panel, and a lipid panel. The rapid strep test came back positive. Enter the information regarding the physician, procedures, and diagnosis. See note b. 38 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Click on the box by "I am ready to submit the Claim." Click on Yes by "Signature on file" and select the appropriate date. is an insurance plan for individuals who are injured on the job either by acci- dent or an acquired illness. Follow the coding guidelines to determine the most accurate code. Assists in helping patients compensate for loss of function 18. Critical thinking SKILLS AND CONCEPTS 1. Roberta scheduled her appointment for the following week and left the clinic. She is often asked questions about insurance and billing that she must refer to other personnel. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting Possible Points Steps *9. Did the Student: Yes No Greet and identify the patient with sensitivity and respect? Janine's address is: 37 Park West Avenue, Anytown, AL 12345-1234. A patient was given the examination times or by highlighting the examination times, Describe the banking procedures as related to the ambulatory care setting and include the medical assistant's role with each procedure: a. Use the to look up the diagnosis in the Alphabetic Index. Paula books Janie's next three appointments at that time, and Janie actually arrives early. *8. The physician wants to see her before prescribing any other medication. Electronically save the submitted form and/or print a copy for the physician's review. The patient tolerated the procedure well. Facility provides training and supplies for appropriate PPE. INTERNET ACTIVITIES 1. Research the American Bar Association's Consumer's Toolkit for Health Care Advance Planning at www.americanbar.org/groups/law aging/resources/health care decision making/consumer s toolkit for health care advance planning.html. The patient has the right to receive referral to emergency facilities and for emergency facilities and for emergency treatment in the office. After you have explained the medical terms, make sure all the patient's questions have been answered. Write your answer on the line to the right of the address. ABHES COMPETENCIES: 9.a. TASK: Following Standard Precautions, remove all contaminated matter from instruments in preparation for disinfection or sterilization while wearing appropriate PPE EQUIPMENT AND SUPPLIES: • Sink with cold and hot running water • Sanitizing agent or low-sudsing soap with enzymatic action • Utility gloves that are decontaminated and show no signs of deterioration • Chin-length face shield or goggles and face mask if contamination with droplets of bloodborne pathogens is possible • Impermeable gown • Disposable brush • Disposable paper towels • Disposable paper t container with foot pedal • Biohazard waste container with labeled red biohazard bag Standards: Complete the procedure and all critical steps in three attempts. Provides services such as injury prevention, assessment This page intentionally left blank WORK PRODUCT 21-1. Complete e. His specialty is oncology, and the hospital is considering the construction of a cancer center as part of a multimillion-dollar project. Since that incident, the office manager has given Barbara two written reprimands for minor issues. What is the total for deposits not listed? Why might color-coded files be more efficient than an alphabetic filing system? Can this be used if the physician usually performs it, but forgot to document? End the call and wait for the caller to hang up first. Document the details of the scheduled procedure in the patient's health record. All rights reserved. Chapter 5 Medicine and Law V. Contains all documents related to an individual's employment. Study this information to gain a basic knowledge of HIPAA guidelines and discuss with the class. Magnetic resonance imaging (MRI) of spinal canal 23. What are some advantages of this type of health record? Antigen 4. Employers with workers who are at risk for occupational exposure to blood or other infectious materials must implement an OSHA Exposure Control Plan that details employee protection procedures. CASE STUDIES Read the case studies and answer the questions that follow. How can the medical assistant deal with patients who are consistently late for appointments? Describe the following barriers to communication and explain how to overcome these barriers. Maybe, in turn, your buddy would like to learn about vour language and culture; this could be useful for his or her medical assisting career. 74 Chapter 7 Technology and Written Communication Copyright © 2017 Elsevier, Inc. All rights reserved. Chapter 20 Infection Control Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 316 Chapter 20 Infection Control Copyright © 2017 Elsevier, Inc. 17 Copyright © 2017 Elsevier, Inc. What is the charge for a consultation? WORKPLACE APPLICATIONS Complete one or more of these activities and share your results with the class, if appropriate. What is important to you? c. Use only approved U.S. Postal Service standard street abbreviations and the two-letter postal abbreviation for states. CASE STUDY Read the case study and answer the questions that follow. 30 Attempt 2 Attempt 3 229 Copyright © 2017 Elsevier, Inc. • Don't maintain eye contact for too long, because it can be a sign of disrespect. Carbonless copies allow the facility to keep a permanent record of phone messages. Use active listening techniques to gather the details about her son's illness and treatment. To recommend patients to community resources b. Write each word under its initial letter so that you can find it easily, as in a dictionary, 10 9. Explain the concept of competency-based education. All rights reserved. Chapter 5 Medicine

and Law 13. Appear in bold Are found after the main term and are enclosed in parentheses Indented one space to the right under the essential modifier 3. 148 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. DEMONSTRATE PROFESSIONAL TELEPHONE TECHNIQUES MAERB/CAAHEP COMPETENCIES: 8.f. TASK: To answer the telephone in a provider's office in a professional manner and respond to a request for action. Collecting money from patients can be a daunting task because many people are not comfortable talking about money, especially when they know that they have owed the provider for quite some time. A self-history may have been mailed to the patient before the visit. List the four classic symptoms. 5 *3. help with communication when the healthcare facility has various locations. All rights reserved. Chapter 11 The Health Record Part IX: The Patient and the EHR 1. is a third-party system that reimburses a provider when services are rendered for 14. How might Teresa's personal value system conflict with professionalism in this case? Properly dispose of the inside-out contaminated gloves in a biohazardous waste container. All rights reserved.

Chapter 12 Basics of Diagnostic Coding This page intentionally left blank Name Date Score PROCEDURE 12-1. Browse for the image file of the laboratory file and attach the file. What can you do in your workplace to prevent accidental exposure to bloodborne pathogens? Case Study 2 Jill is the receptionist for Drs. List three benefits of the

Affordable Care Act. Do you want a morning or afternoon appointment? Identify the patient's copayment, which is due before the appointment. Explain the importance of waiting until the job offer is accepted before informing applicants of the status of the status of the position. Talk about the ways that those requirements are similar to or different from those of a status of the position.

the procedure. Review the notes, conventions, and the Official Coding Guidelines associated with the code and code description in the Tabular List. Talk about appropriate voice mails that might be left when calling patients and/or business associates. If a 7th character is required and no codes are present for the 4th, 5th, or 6th characters, it is appropriate to use the dummy placeholder X for these positions. Include in your description how these ethical opinions might affect an entry-level medical assistant. INTERNET ACTIVITIES Use an online telephone directory to find the following telephone numbers for your city or community. Global technology that includes embedded microchips that store and protect cardholder data j. Before using an appointment book, establish the so that patients will not be scheduled during those times. Research the I-9 form and describe the acceptable forms used to complete

```
medical assistant. A 21-year-old female comes in with a history of pseudohermaphroditism (the genitalia are of one gender, but some physical characteristics of the other gender are present) and has concerns about her condition, yet she is very uncomfortable discussing it. List important guidelines for patient education. Should you approach this some physical characteristics of the other gender are present) and has concerns about her condition, yet she is very uncomfortable discussing it.
employee? I have the right to request that Kennedy Family Practice restrict how it uses or discloses my PHI to carry out TPO. Determine how the medical assistant can strike a balance between providing the customer service that patients deserve and completing all the tasks required each day. Possible Points Attempt 2 Attempt 2 Attempt 3 10 25 3
You know that usually Arab women only uncover areas that need examination and would prefer to remain clothed as much as possible. Write a policy and procedure for monitoring temperatures of the refrigerator and freezer that contain medications. is a statement in the patient's own words that describes is used for extracting procedure and
diagnostic information for patients 5. Martinez, Mr. Nguyen). He comes for appointments twice a month and is trying desperately to lose weight. How does the medical assistant handle a patient who arrives at the clinic to see the provider but does not have an appointment? How would a medical biller identify the reason for a rejected claim?
COMPLETED INVENTORY WORKSHEET To be used with Procedure 10-4 (optional) Note: Since supplies may differ, please complete the following boxes on the table: item number, supplier, and cost information based Item Name Size 2" × 2" Quantity Item Number Supplier's Reorder Quantity to Stock Order Name Point Reorder Cost Available (1)
200/\text{pkg} 10 25 9 100/box 15 30 12 " × 3" 100/box 15 30 12 " × 3" 100/box 10 35 6 Dressing, non-3" × 4" adherent, individually wrapped 100/box 6 10 8 Gauze pads, sterile, 2 ply Bandages, adhesive strips 3 4 Tape, hypoallergenic paper 1" × 10 yds 12 rolls/ box 10 25 9
Tape, surgical 1'' \times 10 yds 12 rolls/ box 10 25 9 Tape, cloth 1'' \times 10 yds 12 rolls/ box 10 25 9 139 Copyright © 2017 Elsevier, Inc. You are a new medical coder for the medical practice. He is requesting that the appointment be on a Friday during his lunchtime between 11:00 and 12:00. Demonstrate professionalism through verbal communication skills
by stating a respectful, clear, organized message while pronouncing medical terminology and medications correctly. f. Research professionalism requirements for other health professions. Form used by most health insurance payers for claims submitted by providers and suppliers. Name two positive things that occur when communication improves in
the healthcare workplace. Money that is expected but has not yet been received B. Why are primary care physicians considered "gatekeepers"? Parkway, Anytown, Wisconsin 54334-6443 d. Avoid twisting or turning when lifting a heavy load. 325 Copyright © 2017 Elsevier, Inc. How can the medical assistant help protect the provider against a lawsuit
for abandonment? is the process of confirming health insurance coverage for the patient for the medical service. Your daily value may be higher or lower depending on your calorie needs. How much is Zach responsible for so far this year considering his first three visits? Extend the code to the highest level of specificity (up to
the 7th character if required). How should one prepare for proper time management? Name Date Score PROCEDURE 9-2. 20 Attempt 1 Attempt 2 Attempt 3 321 Copyright © 2017 Elsevier, Inc. Data in EHRs can easily be used for level of care. 4. The human body has several natural protective mechanisms to defend itself from infections. What
barriers cause you to procrastinate? Students should be able to fill out the appointment cards with the information provided without difficulty. Based on the main term chosen, a list of essential modifiers is presented. from ABC Medical Supply 12. Part II: Handling Difficult Calls Indicate how you would handle the following difficult telephone calls
Copyright © 2017 Elsevier, Inc. 29. 10 Attempt 1 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 112 Chapter 9 Scheduling Appointments and Patient Processing Copyright © 2017 Elsevier, Inc. Explain what is meant when an individual is declared incompetent and how it can legally be
decided. PREAUTHORIZATION REQUEST FORM Corresponds to PROCEDURE 14-3 and PROCEDURE 14-3 and PROCEDURE 14-4 MAERB/CAAHEP COMPETENCIES: VIII.P.3. ABHES COMPETENCIES: VIII.P.3. ABHES COMPETENCIES: 8.c. Preauthorization Request Form TO BE COMPLETED BY PRIMARY CARE PHYSICIAN OR OUTSIDE PROVIDER Medicare 
Aetna Tricare Cigna Name: (First, Middle Initial, Last) Male Female Address: Primary Care Physician: Referred to: Date: Birthdate: Home Telephone number: Address: Diagnosis Code: Diagnosis C
Consult/Procedure/Surgery Consult/Treatment Diagnostic Tests Description: Procedure Code: Place of service: Health Net Other Office Outpatient Inpatient Other Facility: Number of visits: Length of stay: List of potential future consultants (i.e., anesthetists, surgical assistants, or medical/surgical): Physician's Signature:
              Previous editions copyrighted 2011, 2007, 2003, 1999, 1993, 1988, 1981, 1974, 1967, 1960, 1956. Possible Points Attempt 1 Attempt 2 Attempt 3 5 2. All rights reserved. Chapter 4 Therapeutic Communications Scoring Criteria (1 Thru 4) Excellent Evidence of Learning 4 Demonstrates respect for individual diversity Student
demonstrates the highest level of respect for diversity when planning an appropriate education intervention Demonstrates Student empathy, active demonstrates Student empathy, active demonstrates listening, and empathy and uses nonverbal restatement, communication reflection, and skills clarification when interacting with the patient. CARD CHECK # BALANCE 174 Chapter 12
Basics of Diagnostic Coding Copyright © 2017 Elsevier, Inc. How safe are these practices? Complete the Equipment Inventory Form by adding in the following information for each item inventoried: equipment name, manufacturer, and serial number, location and facility number (if applicable), purchase date/supplier, cost, and warranty information
All rights reserved. Chapter 11 The Health Record Possible Points Steps 7. Back pain i. Use the clinic name, and the account number found on Work Product 17-1. 10 10. As a future member of the healthcare team, you will frequently face problems and conflict. The medical assistant obtained precertification for a procedure. What is
meant by "reaching the target market"? Through your mentoring, you hope that Chris learns to embrace the diversity and how to respectfully interact with the patients., which is debt that has been incurred or owed by the provider 5. PERFORM COMPLIANCE REPORTING BASED ON PUBLIC HEALTH STATUTES CAAHEP COMPETENCIES: X.P.5.
ABHES COMPETENCIES: 4.b., 4.f. TASK: Report suspected or confirmed communicable diseases as mandated by state law. Her primary care physician thinks she should see this specialist. She tells the medical assistant who is trying to help her understand her bill that she is just going to quit coming to the doctor because she isn't getting any better
and she can't afford it anyway. Which one will require more effort to achieve? Write check #5648 to American Medical Supplies for $528.36 for supplies. Continue to do this until all the documents are filed within the health record. It is crucial to assist the provider in a tactful manner in understanding his or her role in meeting third-party
requirements. How should the medical assistant ethically manage a conflict of interest with his or her physician employer? Include in your answer an explanation about the differences between an antiseptic and a disinfectant. Address the envelope either using the computer and word processing software or with a pen following the correct format.
How might the AAMA Medical Assisting Creed help guide a medical assistant who is facing complex ethical and moral issues in the course of his or her work? Use proper body mechanics when reaching for an object. Dr. Lawson has a(n) environment. On the deposit ticket, write the following information: check and currency details, totals, and deposi
date. Using the following case studies from the Medicine and Ethics chapter, role-play with your partner how you would examine the effect that personal ethics and morals may have on the delivery of healthcare. Name Date Score PROCEDURE 20-1. This authorization is valid as of the date I have signed below and shall remain valid until changed or
revoked. Time began Time ended Total minutes: Steps Possible Points 1. Her daughter says that Marcia needs the support of others who have gone through the same thing. 280 Chapter 18 Supervision and Human Resources Management Copyright © 2017 Elsevier, Inc. Description of the practice (type of practice, mission statement) b.
OSHA 4. She has been reading about advance directives but she doesn't understand the meaning of some of the terminology on the form. Name: Address: Martha Bravo (212) 555-1313 John Bravo (212) 555-2627 111-22-3333 1/23/56 Carrier: Aetna Subscriber: Martha Bravo
Subscriber DOB: 1/23/56 ID #: XEK3332328748 Group #: X1000 Effective Date: 1/1/20XX Name: Malibu Gardening Contact: (212) 555-5151 Contact #1: Contact #2 Emergency Contact: SSN: DOB: Health Insurance Information: Standards: Complete the procedure and all critical steps in three attempts. The Affordable Care
Act enacted major health insurance reforms and was designed to enhance the quality of care for all Americans. If the patient is a minor, then scan a copy of the insurance ID card(s) • Patient registration intake form • Encounter form
• Claims processing guidelines • SimChart for the Medical Office (SCMO) Standards: Complete the procedure and all critical steps in three attempts. Veronica prefers a(n) a file. Felder from North Carolina State University at www.engr.ncsu.edu/learningstyles/ilsweb.html. Role-play how you should manage Mr. Shields's complaints. CASE STUDY You
are a supervisor preparing to interview applicants for a front office scheduler position. Describe the three different instances where Monica provided high-quality customer service. What type of trouble do you have when swallowing pills? Discuss how much the caller should say on a voice mail, and discuss what should be included in the message
Sara Suzelle Montgomery 20. Dr. Margolis practices medicine, which treats disease through the use of remedies such as medications and surgery. M32.9 PROCEDURES: (IF NOT CHECKED ABOVE) DESCRIPTION FEE INJECTIONS Influenza Pneumococcal Ampicillin, 1 gr Rocephine Depomedrol 40 mg Lidocaine 50 cc Demerol Valium 5 mg Toradol
30 mg IV Toradol 60 mg IM DTP-HIB HEP B—HIB MMR PPD PPD w/control Pneumovax Varicella Vitamin B12 Inj. Place a restrictive endorsement to keep good employees. Do you think his status will affect your interaction with the patient? Subsequent
encounter d. Summarize four examples of nonverbal behavior that enhance therapeutic communication with patients. Helps to improve patient mobility, relieve pain, and prevent or limit permanent physical disabilities l. Upcoding SKILLS AND CONCEPTS 1. Int. Research guidelines for storing vaccines in the refrigerator. What are some things you
can do for the patient to make the wait not seem so long? Area Observed Observation Breathing patterns Rapid respirations, sighing, shallow thoracic breathing No eye contact, side-to-side movement, looking down at the hands Tapping fingers, cracking knuckles, continuous movement, sweaty palms Folded across chest, wrapped around abdomen
Tension, crossed and/or tucked under, tapping foot, continuous movement Eye patterns Hands Arm placement Indication 8. A nurse sees several patients in a hospital emergency department and determines which patient is the most ill and should be seen by the physician first. He likes to talk about the 1950s and how life was prior to
technology. I may see and copy the information described in this form, if I ask for it, and I will get a copy of this form after I sign it. Dr. White is not available because she is attending a(n) ference on the latest advancements in orthopedics. Patient also has an erythemic papular rash across the chest. Make a list of three things you value the most.
Maria Carlotti, age 76 years, is being seen today for the results of a breast biopsy. 31. Role-play how you could assist the patient in reporting a privacy violation. Name Date Score PROCEDURE 9-5. You are responsible for recording an in-depth interview with a homeless person who has very poor hygiene. UTILIZE MEDICAL NECESSITY
GUIDELINES: RESPOND TO A "MEDICAL NECESSITY DENIED" CLAIM MAERB/CAAHEP COMPETENCIES: IX.P.3., VIII.P.4. ABHES COMPETENCIES: 8.c. TASK: Resolve the insurance company's denial of medical necessity. ac bid BP CAD CHF CVA CXR dc DVT Dx f/u fx HS HTN Hx MI NKA NPO prn pt RBC R/O Rx stat URI VS 20. SCENARIO:
 New patient XYZ brings in a laboratory report and a radiology report that he would like to be added to his EHR. CASE STUDY The Internet has changed the way business is conducted both in the United States and beyond U.S. borders. All rights reserved. Chapter 19 Medical Practice Marketing and Customer Service Comments: Points earned
100 possible points = Score % Score Instructor's signature 296 Chapter 19 Medical Practice Marketing and Customer Service Copyright © 2017 Elsevier, Inc. I am hurting all over my upper body, on my chest, my arms, my neck, just everywhere. The patient has not signed a release form but the attorney tells you she doesn't need one because this
is a legal matter. Identify the ramifications of noncompliance with HIPAA's Privacy Rule. Look up the terminology if you are not sure of its meaning. A(n) is a healthcare provider who enters into a contract with a specific insurance company or program and agrees to accept the contracted fee schedule. What does the acronym SWOT stand for? Blood
alcohol level 31. The purpose of observing nonverbal communication is to become sensitive to or aware of the feelings of others as conveyed by small bits of behavior rather than words. Verify that the correct patient is selected. Provide the patient with directions to the office and parking instructions if needed. Touchpad Input Output Storage 7
Covered Family Member Father Mother Son Daughter Age 38 35 15 10 Use the internet to research health insurance policies and choose three or four from which to obtain quotes. Remove the utility gloves and wash your hands according to Procedure 20-4. 20 *3. Give instructions on preparation for the test (e.g., eating restrictions, fluids,
medications, enemas). EQUIPMENT AND SUPPLIES: • Patient record • Appropriate intake forms for a new patient Standards: Complete the procedure, as well as a handout explaining the step-by-step process, how do you really know whether the procedure and all critical steps in three attempts. Even though you provide a detailed explanation of the procedure, as well as a handout explaining the step-by-step process, how do you really know whether the procedure and all critical steps in three attempts.
 patient understands? 93 Copyright © 2017 Elsevier, Inc. is a law that recognizes there may be some instances in which the individual contributes to the injury or condition; the outcome is partly due to the individual contributes to the injury or condition; the outcome is partly due to the individual contributes to the injury or condition; the outcome is partly due to the individual contributes to the individual contributes
 fiber are in one serving? What is the difference between adaptive and nonadaptive coping mechanisms? Instructor Comments 217 Copyright © 2017 Elsevier, Inc. What should you do? Karen is at the desk when he arrives to check out and pay his bill. The agency, and address. Optical storage devices 4. 10 Attempt 1 Attempt 2 Attempt 3 Comments:
Points earned ÷ 100 possible points = Score % Score Instructor's signature 130 Chapter 10 Daily Operations in the Ambulatory Care Setting Copyright © 2017 Elsevier, Inc. Call and confirm the patient appointments for tomorrow. Over the
last several years, the practice has been affected by the Affordable Care Act, which has allowed more people to have health insurance. Take the patient to a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private exam room or other area suitable for a private e
how you want to be treated. Allied Healthcare Occupations and Licensed Medical Professions Match the following descriptions with the appropriate healthcare occupation. Subsections, subcategories, sections, categories 3. Thank the patient for cooperating and direct the person back to the reception area. All rights reserved. Chapter 18
 Supervision and Human Resources Management SKILLS AND CONCEPTS Part I: Short Answer Questions 1. Explore the fees that are often charged to the office for credit cards or credit cards or credit cards to the office for credit cards or credit card transactions and discuss whether it is less expensive to process cards as debit cards or credit cards or
determine the message to convey to the recipient. Listen carefully to what the patient says, taking notes if necessary, asking clarifying questions, and using restatement to clear up any misunderstandings. Credit card payments deposited were: $75, $100, and $250. National Provider Identifiers (NPIs) f. Access the Simulation Playground in SimChart
for the Medical Office. Why is this an important factor when providing nutrition education to patients? 15 4. EQUIPMENT AND SUPPLIES: • Provider's order detailing the procedure will take place • Patient's demographic
and insurance information • Patient's health record • Procedure preparation instructions • Telephone • Consent form (if required for procedure) Standards: Complete the procedure and all critical steps in three attempts. EQUIPMENT AND SUPPLIES: • Website, mailing address, phone number of the local health department where the patient resides
• Refer to CDC.gov at to find state health departments • Refer to CDC.gov. • Document any other required information. Participating provider f. Prepare the teaching area and assemble necessary equipment and materials. Includes note c. The coder can use the to code tumors, either malignant or benign. Document the patient education intervention
in the health record. The current fees are: Pages 1-5 No Charge Pages 6-20 $1.44 per page Pages 61-end $0.35 per page Microfilm/Microfiche $2.12 per page Pages 61-end $0.35 per page Microfilm/Microfiche $2.12 per page Pages 61-end $0.35 per page Pages 61
medical office. 15 *6. Brooke Comis works for Dr. Tomms as a clinical medical assistant. Complete the history form by using therapeutic communication. How would you manage this situation? There should be four blank lines between the closing and the signature block. Type the main
term into the search box and select the CPT. Cultural diversity barriers 11. Share your findings with the class. All rights reserved. Chapter 17 Banking Services and Procedures This page intentionally left blank Name: Date: WORK PRODUCT 17-5. When there is a chain of command in a healthcare facility, whom should the medical assistant go to
first? 20 2. What did you think about the process? Oncologist 3. Teresa has a difficult time dealing with Orlando Gutierrez. 215 Copyright © 2017 Elsevier, Inc. Therefore all employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the policies and procedures adopted by their employees must strictly follow the process?
medical insurance until recently. You are rooming a patient who lives in his car. Braces e. You are the medical biller for your clinic. What new possibilities did you discover in your research? Tell me about your back pain. Temperature of the skin h. You should have straightforward questions, 2-3 (or more) behavioral questions and 2-3 (or more)
situational questions. After you see the banner that it was saved, click on the Submit Superbill button. Cosmetic surgeon 6. Name Date Score PROCEDURE 17-1. Research the Affordable Care Act online. Address, including apartment number and postal code c. 150 Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc. Part II: Short
Answers 1. Part X: Patient Confidentiality 1. Confusion CHF Constipation COPD Cough Crohn's disease/unspec. Screen the call if necessary. INTERNET ACTIVITIES Complete one or more of these activities and share your results with the class, if appropriate. Local food bank 9. Dispose of the contaminated towels in a covered waste container.
Medical assistants working in those states must refer to the identified roles specified in the law. CMS-1500 HEALTH INSURANCE CLAIM FORM To be used with Procedure 15-3 A MAERB/CAAHEP COMPETENCIES: VIII.P.3. ABHES COMPETENCIES: 8.c.2. PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12) This page
intentionally left blank Name: Date: WORK PRODUCT 15-3. Nuclear medicine technologist 12. Define direct deposit. Check the correct box to indicate acceptance of assignment of benefits. Name Date Score PROCEDURE 5-1. Attempt 2 Attempt 3 10 4. List and describe six attributes of the professional medical assistant. 38. Label the
following questions or statements as either open ended (O) or closed (C). Then click on Show All Results. Choose one system and share its components with the class, explaining the services that each entity offers. All numeric b. 25 5. The patient has the responsibility to be involved in care. List five things that you can do to prevent burnout.
reporting positive HIV tests in your state. Mr. West has complained of problems with excessive gas and bloating after meals. Pleasant and at ease in talking to others; characterized by ease and friendliness. In the appointment book using red pen, indicate the patient was a "no show." Using the patient's health record, document that the patient failed
to show for the follow-up examination with the provider. Discuss the four myths about stress. How can you formulate an assertive message? Staff names and credentials e. Using the information discussed in the Professional Behavior in the Workplace chapter, role-play with your partner how you would respond if a patient requests your personal
telephone number just in case he has questions after office hours. Bob is printing a letter and knows that because the height of the paper is longer than the width. Verify that the information entered is correct and that all fields are completed before saving the data. A medical assistant who does not meet the expected standard of care may be charged
with professional. Look up the from the Alphabetic Index in the 7. Search the appointment book or scheduling software for the first suitable appointment time and an alternate time. You are attempting to register a 20-year-old patient who brought her two young children with her to the office today. An exception to the need for parental consent is if
the individual is an emancipated minor. Megabyte 4. To prevent cross contamination of infectious materials among patients, herself, and other staff members, it is vital that Rosa understand and follow the CDC recommendations for adequate hand hygiene. each evening to copy and archive computer data that 2. It should include a greeting,
appropriate message, and a closing. Click on the Submission tab. Kilobyte 3. List five time-management skills. Recording the charges a patient has incurred and the payments made on their account is . Research the role of an accountant and why most providers employ one to handle financials for the office. Comments: Points earned ÷ 100 possible and the payments made on their account is . Research the role of an accountant and why most providers employ one to handle financials for the office.
 points = Score % Score Instructor's signature 34 Chapter 4 Therapeutic Communications Copyright © 2017 Elsevier, Inc. What do you find unacceptable in people? Our patients can sense the tension and become uncomfortable and experience other negative feelings. The medical practice must charge their patients high prices to stay open c. List
 four types of information collected when a patient calls to schedule an appointment. PERFORM CODING USING THE CURRENT ICD-10-CM MANUAL MAERB/CAAHEP COMPETENCIES: IX.P.3. ABHES COMPETENCIES: IX.P.3. 
the Info Panel. Pathogenic 14. Is this food a good source of iron? Part IV: Fill-in-the-blank. The CDC recommendations for adequate hand hygiene are as follows: • Visibly soiled hands should be washed for a minimum of 15 seconds with antimicrobial soap and warm running water. Marketing can be expensive and ineffective at increasing patient
traffic if it is not planned well. When working with patients who are different than you, it is important to treat them with respect and in the same manner you would want to be treated. Describe how the patient's insurance eligibility is confirmed. They operate regular working hours, from 9 am to 4 pm, Monday through Friday, with a two-hour lunch
from 11 am to 1 pm, improvement is needed. 5 10 Part B: HCPCS Coding with TruCode Encoder Software *1. A radiologic examination of mastoids, two views 21. Talk about the types of offices that would most benefit from financing medical procedures. 94 Chapter 8 Telephone Techniques Copyright © 2017 Elsevier, Inc. Low- and middle-income
 appointment today and I didn't know you were outside waiting in the cold. Spell-check and proofread the document. Ginger Chan experienced dermatitis from using facial cosmetics. Choose a tentative code or code range from the Alphabetic Index that matches the diagnostic statement as closely as possible. Unstable compounds believed to damage
cells, resulting in cancer, heart disease, and other disorders n. You are trying to help a patient, Mr. Chad Fisher, who is very unhappy about having to be scheduled for an MRI because of a certain lifestyle decision? Is the National
Healthcareer Association (NHA) involved in medical assistant program curriculum development or accreditation? 73 Copyright © 2017 Elsevier, Inc. After completing the eyewash, follow postexposure follow-up procedures. Identifies patients who have hearing, balance, and related ear problems o. Obtain new patient's completed registration form. Dr.
 Rowinski, neurosurgeon 8. Rosa is assisting the physician with a dressing change when a patient suspected of having tuberculosis coughs, and mucus splatters into Rosa's eyes. Osteoarthritis (site) Otitis media Parkinson's disease Pharyngitis, acute Pleurisy Pneumonia Pneumonia, viral Prostatitis/unspec. Discuss the effects of upcoding and
 answers. EQUIPMENT AND SUPPLIES: • Copy of patient's health insurance ID card • Prescription for new medication Standards: Complete the procedure and all critical steps in three attempts. Polio TD Adult Allergy inj., single Allergry inj., multiple MI, acute MI, old Migraine Myalgia Neck pain Neuropathy Nausea X Nausea/vomitting
Obesity/unspec. All rights reserved. Chapter 19 Medical Practice Marketing and Customer Service 8. Define the term locum tenens and explain how it affects medical assistants in the professional workplace. What three items must be considered when scheduling appointments? Judge Conlin uses previous cases as models to determine his decisions
Donation e. Karen works in the facility's medical laboratory. Ken Thomas has an appointment for December 15, 20XX, at 4:30 PM with Dr. Martin. Meriting condemnation, responsibility, or blame for an act is called assistant should always practice within the
legal boundaries of the state of residence. How would you compose a greeting for a professional letter to John White? Describe how the practice's accountant can use the equipment inventory list. How might your personal value system influence your reaction to a diverse population of patients? An online journal that providers can use to share their
experiences in caring for patients. Could a graduate from your program apply for this job? Riley Americus Belk 15. How is it used to help manage blood sugar levels? Describe the difference between an EMR and a practice management system. Practice 3. Using the encounter form, complete block 24 and the appropriate blocks from 24A through 24H
Ambulance waiting time, 1 hour CASE STUDIES Identify all procedures that need to be coded for billing and Reimbursement Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 230 Chapter 15 Medical Billing and Reimbursement Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 230 Chapter 15
15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Total all the charges on the encounter form for the services rendered. You are responsible for performing an in-depth diabetic education intervention with an individual with very poor hygiene. Name: WORK PRODUCT 5-1. Demonstrate telephone techniques by answering the
telephone using the guidelines in Procedure 8-1. Electronic data interchange 5. Sebaceous Cyst J2175 CBC-diff. Using the chart below, list any outstanding checks, Express ATM withdrawals, payments, or any other withdrawals (including any from previous months) that are listed in your register but are not shown on this statement. Block one
appointment interval in the middle of the afternoon for catch-up time for each provider. Brigitte uses that requires them to bring a patient's progress notes. Did you find anything surprising in the guidelines or on the website? Explain the difference and the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment interval in the middle of the morning and one appointment in the middle of the morning and one appointment in the middle of the morning and one appointment in the middle of the m
between mediation and arbitration. She is a former office computer specialist who worked in the computer spe
the patient account by entering the following information on a patient account ledger card: 25 • Patient's full name, address, and at least two contact phone numbers, group number, and effective date • Subscriber's name and date of birth (if the subscriber is not the
patient) • Employer's name and contact information 2. Choose one of these medical pioneers and do further research on his or her contribution to medicine. Explore the site. For each check to be deposited, enter the check number, the dollars, and cents. Ms. Harris had several polyps in her gastrointestinal tract. All rights reserved. Chapter 20
 Infection Control 4. Therapeutic recreation specialist d. Open office hours 3. List the five basic steps involved in building a website for a medical practice. Guelerro? What are they? Monthly 119 Copyright © 2017 Elsevier, Inc. CASE STUDY Dr. Adkins and Dr. Brooks want to expand their office to make sure they can take advantage of cutting-edge
technology. minimal OV Cerumen removal Vaccine - Flu, 3 Y+ Preventive - Flu Administration 99211 69210 90658 G0008 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $24.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00 $46.00
malpractice and negligence. A(n) is a review of individual cases by a committee to make sure services are medically necessary and to study how providers use medically necessary and to study how providers use medically necessary and to study how providers use medically necessary for the diagnosis indicated. Obtain the patient's name and date of birth if not on the reports. List four functions of water
 "No thank you! It would have been nice for you to notice that I was freezing outside while I was waiting for you to open the door. Continue the process until each ethical issue has been addressed. 17. Perform a medical aseptic hand wash as described in Procedure 20-4 or sanitize the hands with an alcoholbased rub. Name Date WORK PRODUCT 12-1.
Obtain a vaccine name from the instructor and research the storage directions for that medication. The Health Belief Model Principles Definition and its health risks Patient's opinion of the and psychological costs of
compliance Patient Education Supply information on risk level; individual risk based on Outline the potential of the disease Emphasize the that can occur if patient education, family outreach, and Methods developed to activate patient compliance Patient
has the confidence to take action toward a healthier state 5. EQUIPMENT AND SUPPLIES: • Telephone • Pen or pencil • Appointment book • Computer • Notepad Standards: Complete the procedure and all critical steps in three attempts. What should Barbara do? Name: Date: WORK PRODUCT 10-1. Julie and Jeff inventory the equipment are ready
in an emergency. Mary Elizabeth Smith called the physician's office to report redness around an injection site. are used to monitor users' activity within software, including additions, deletions, and viewing of electronic records. A patient financial responsibility that the subscriber for the policy is contracted per year to pay toward his or her healthcare
before the insurance policy reimburses the provider. Prescription drugs are covered by Medicare. At a minimum, the information should include: Possible Points Attempt 2 Attempt 3 50 a. The 2009 modifications to HIPAA established increasing levels of for violations. Name Date Score PROCEDURE 21-3. Open the prongs on the right side
of the record and carefully remove the record to the point where the documents need to be inserted. INTERNET ACTIVITY OPTIONS Complete one or more of these activities and, if appropriate, share your results with the class. The facility's policies and procedures are designed to manage risk and prevent situations that could result in harm to
people or property for which the facility could be held liable. What types of attempts have you made to stop smoking? He then was placed in the left lateral position and given 2 mg Versed, IV. Examine the fee schedule and answer the following questions: a. Your supervisor asks you to prepare for a staff meeting to discuss these complaints and find
 ways to increase patient satisfaction. This is her first visit for this condition. Review to make sure your answers are correct and complete. Follow the office's procedure on indicating these examination times in the appointment book. Enter the amount in the Coin line, completing the dollar and cent boxes. The providers use for scheduling, billing, and
procedure. As Samantha begins to obtain and develop education files, what are some guidelines she should follow as she reviews the information available? Explore mobile deposit technology and share your findings with the class. Walden-Martin Family Medical Clinic, 1234 Any Street, Anytown, Alabama 14453 80
Chapter 7 Technology and Written Communication Copyright © 2017 Elsevier, Inc. 5 Attempt 1 Attempt 2 Attempt 3 Comments: Points earned ÷ 100 possible points = Score PROCEDURE 7-1. Describe the
 advantages of a competency-based education for adult learners. 15 3. EQUIPMENT AND SUPPLIES: • Work Product 10-2 Maintenance (e.g., battery) • Operation manual if needed • Pen • Information regarding the equipment (name, serial number,
location, facility number, manufacturer, purchased date, warranty information, frequency of inspections, and service provider) Standards: Complete the procedure and all critical steps in three attempts. Patient Demographics Ken H. Displayed Student Stude
nonverbal limited nonverbal behaviors when behaviors that communicating reflect respect, re
take 25 mg (1 tablet) every day. All rights reserved. Chapter 6 Medicine and Ethics 4. What follow-up, if any, should be done? HIPAA regulations protect the privacy of a patient's health information. Name three possible solutions. List five reasons why medical records are kept. The facility has a policy or procedure for decontamination of spills of
blood or other body fluids. The first letter of each part of the progress note makes up the word SOAPE. The final decision of the judge or jury is called the . These Authorizations may be revoked at any time by notifying the Practice in writing at the Practice is mailing address marked to the attention of "HIPAA Compliance Officer." 3. These can be your
study notes for review. Add the date on the deposit slip. Write the answer and term on the line next to the correct definition. You will need to write out checks when indicated (use the checks on Work Product 17-5) and complete the log to the left side of the check image. Provide examples of specific ways in which social media would drive patients to
use the website or the actual facility. Write check #5651 to American Drug Supply for $1265.34 to pay a bill for medications. The CPT code is a five-digit code also known as a 2. Although the verbal message is an important method of delivering information, the way we deliver those words is how the patient will interpret them. Carmen Largosi is a
diabetic patient who is very concerned about her blood glucose levels. 4 Therapeutic Communications VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Contact Us form b. The patient struggles with speaking English and there is no translator available. A model philosophy intended to improve the
effectiveness of primary care. Personal boundaries allow us to preserve our integrity and take responsibility for who we are and how we treat others. Identify the length of the appointment by using the scheduling guidelines. Use clarification and feedback methods to make sure the patient does not have any questions. Competencies 5. The process of
thinking about new information so you can create new ways of learning f. Name two common accounting systems used in medical offices. All rights reserved. Chapter 11 The Health Record Copyright © 2017 Elsevier, Inc.
Correct any errors or missing information. The 1.7 cm chin laceration of the skin was closed with three interrupted 6-0 silk sutures. Use proper body mechanics when lifting and moving supplies by maintaining a wide, stable base with your feet. Prepare to discuss your answers in class. 5 3. Attempt 1 Attempt 2 Attempt 3 10 10 Comments: Points
earned ÷ 100 possible points = Score % Score Instructor's signature 224 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Click on the icon in the Action column next to the encounter that you just created. Currently, each provider and medical assistant has his or her own laptop, but the group has decided to
investigate other computer devices that might be able to replace the laptops. Inability of the body to use glucose for energy as a result of either a lack of insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin on the cellular level Describe the dietary imbalances that might be able to replace the laptops. Inability of the body to use glucose for energy as a result of either a lack of insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pancreas or a resistance to insulin production in the pan
relationship is generally held by courts to be a contractual relationship that is the result of three steps. Dr. Cantrell, neurologist 3. 5 13. Your next patient is a 13-year-old middle school girl who is 10 weeks pregnant. Possible Points Attempt 2 Attempt 3 20 20 10 20 10 20 127 Copyright © 2017 Elsevier, Inc. She should make a follow-up
 appointment in 6 months. Most of the physicians in the United States practice this type of medicine. It is the responsibility of practitioners, relying on their own experience and knowledge of their patients, to make diagnoses, to determine dosages and the best treatment for each individual patient, and to take all appropriate safety precautions.
Dietetic technician h. Hannah performed a(n) conat the end of the day. I understand that this accounting will not reflect disclosures that are made in the course of the Practice's ordinary health care activities related to providing patient treatment, obtaining payment for its services or its internal operations. June 1 2. She always has a "good" excuse
but she could make her appointments on time if she had better time management skills. Dr. Ho is the chief of staff at a regional medical center. Claims with incorrect, missing, or insufficient data. Advance booking Part VI: Special Circumstances 1. Physical therapist 3. Possible Points Attempt 2 Attempt 3 10 *2. Call the insurance company
the highest level of awareness of self-boundaries Analyzes the situation and synthesizes a resolution Evaluates the outcome of his or her actions Adequate Evidence of Learning 3 Student demonstrates mastery level of awareness of self-boundaries but does not apply the principles comprehensively Considers the Identifies most concept of of the factors
of self-boundaries self-boundaries self-boundaries before reaching a solution Assesses the Briefly considers personal and the personal and professional professio
competency in awareness of self-boundaries Student demonstrates the main concepts of awareness of self-boundaries significant self-boundaries significant self-boundaries Student demonstrates the main concepts of awareness of self-boundaries significant self-boundaries s
response to the response to the situation situation situation 21 Copyright © 2017 Elsevier, Inc. Using the following case study from the Therapeutic Communications chapter, role-play with your partner how you would apply respect for diversity in this situation that requires extensive therapeutic communications chapter, role-play with your partner how you would apply respect for diversity in this situation that requires extensive therapeutic communications chapter, role-play with your partner how you would apply respect for diversity in this situation that requires extensive therapeutic communications chapter, role-play with your partner how you would apply respect for diversity in this situation that requires extensive therapeutic communications chapter.
on regular paper on which you inserted the letterhead. Both personal and professional ethics contribute to the way the medical assistant approaches a patient. Are any learning barriers present that must be overcome? Nonessential nutrient produced by the liver that can result in atherosclerotic plaques with excessive dietary intake Neural tube
defects k. Which of the obstructions to professionalism will be most difficult for you to overcome? All rights reserved. Chapter 7 Technology and Written Communication 5. Germicides 10. 17) 18) 19 14. Human papillomavirus (HPV) vaccine, nine types, three-dose schedule, intramuscular route 39. A Hispanic patient arrives 20 minutes late for an
appointment and you are able to work in the patient although it shortens your lunchtime. Disposable contact lens, per lens, one set 37. The balance will be autocalculated for you. A medical treatment has not resolved it. All rights reserved. Chapter 4 Therapeutic Communications Scoring Criteria (1 Thru 4) Excellent Evidence of Learning 4 Analyzes
the situation and synthesizes a resolution Considers all of the patient factors before reaching a solution Evaluates the Assesses the outcome of Learning 1 Identifies most of
the patient factors Limited recognition of patient factors Fails to identify significant patient factors Briefly considers the patient's understanding of the situation and uses limited feedback techniques Limited recognition of the situation and does not ask for
patient feedback Score S
evaluate your individual value system. Paper method: Complete the precertification/prior authorization request form using a pen. New patients are needed to keep the business open long term b. Assign the code or codes selected from the Tabular List and document it in the patient's health record. He is scheduled for diagnostic testing at the hospital
and must be taught how to prepare for the studies. Fees applied to the patient account when services are rendered C. Sometimes these messages and interpretations do not coincide. • Eliminate barriers to learning. EQUIPMENT AND SUPPLIES • Patient account ledger card or SimChart for the Medical Office software • Explanation of benefits
Standards: Complete the procedure and all critical steps in three attempts. 10 *10. 20 9. Put on gloves and remove contact lenses or glasses. Complete g. All rights reserved. Chapter 2 The Medical Assistant and the Healthcare Team Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 16 Chapter 2 The
Medical Assistant and the Healthcare Team Copyright © 2017 Elsevier, Inc. 262 Chapter 17 Banking Services and Procedures Copyright © 2017 Elsevier, Inc. and remembering. Site map k. Determine whether a local physician's office that uses an EHR system would allow the class to visit, perhaps on an afternoon when patients are not in the
clinic. Mr. Anton contacted a physician for removal of a minor cyst on his back. See also note d. Dr. Martin prefers to do all wellness examinations after lunch. Does Mr. Shields have the right to refuse the recommended medication? SCENARIO: Jessica Simpert, 39 years old, is a new patient with the CC of intermittent abdominal pain with alternating
diarrhea and constipation. Use correct grammar, spelling, capitalization, and sentence structure in both the agenda and e-mail. ITEMS OUTSTANDING NUMBER AMOUNT ENTER The NEW BALANCE shown on this statement
                                                                                                                                                                                                                                                                                                                                                                           _$ ADD Any deposits listed in your register $ or transfers into your account $ which are not shown
on this $ +$ statement. CASE STUDIES Read the case studies and answer the questions. EQUIPMENT AND SUPPLIES: • Patient's insurance card Standards: Complete the procedure and all critical steps in three attempts. He had a bill of $5,000. The duodenal bulb showed severe erythema suggestive of duodenitis.
 ENDORSING A CHECK CAAHEP COMPETENCIES: VII.P.2. ABHES COMPETENCIES: 8.b. To be used with Procedure 17-1 Use this work product for Part II: Preparing a Bank Deposit, Activity 1. A(n) is a word or phrase for a person, place, thing, or idea. She comes to the clinic today complaining of chest pain and has a fever of 101.8°. 205 Copyright
 © 2017 Elsevier, Inc. What items should the medical assistant gather when using the paper method to obtain a precertification for a service or procedure? Find four articles on medical professionalism. A reimbursement model in which the health plan pays the provider's fee for every health insurance claim is called. Audiologist b. Pays the cost of all
or part of the insured person's hospital room and board and specific hospital services per DRG guidelines k. Psychotherapy for crisis; first 60 minutes 40. 207 Copyright © 2017 Elsevier, Inc. 5 2. 13 Basics of Procedural Coding CHAPTER REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Patient's full name, including
middle initial b. Downcoding 12. All rights reserved. Chapter 15 Medical Billing and Reimbursement Possible Points Steps 3. Prepare the teaching area and assemble necessary equipment and materials, making sure to use the same supplies and equipment the patient will use at home. A problem-focused history and examination with straightforward
MDM was performed. Reservoir host b. One of the two providers orders and performs tests and procedures before getting the needed preauthorizations from the patient's name, verify DOB, and click on the radio button. A(n) is
the person who accepts financial responsibility for the patient. Part IV: Documenting, Changing, and Correct the following entries as would be done in the health record. 15 6. Dr. Martin takes a lunch break from 12:30 PM. families. • Questions to ask the patient: • What action should be taken after speaking
with the patient? Direct billing 3. Julia Childs has been nauseated for about a week but has no vomiting. It reminds me to keep an eye out for patients in the morning who might be waiting as well. Some medical facilities save appointment times for same-day appointments. 5 *6. Determine whether the patient was referred by another provider. Coders
 who have questions on complicated cases can refer to the is a journal published by the American Hospital Association (AHA). Using the following case studies from the Patient Assessment chapter, role-play with your partner how you would demonstrate empathy, active listening, and nonverbal communication, as well as respect for individual diversity of the following case studies from the Patient Assessment chapter, role-play with your partner how you would demonstrate empathy, active listening, and nonverbal communication, as well as respect for individual diversity of the following case studies from the Patient Assessment chapter, role-play with your partner how you would demonstrate empathy, active listening, and nonverbal communication, as well as respect for individual diversity of the following case studies from the patient for the following case studies from the following case st
including gender, race, religion, age, economic status, and appearance. One of the most important aspects of patient teaching is to be and provide information about patients want to know patients want to know it. Put on utility gloves. Type a closing followed by your name and title on the next line. Use gestures, tone of voice, facial expressions, and
eye contact to emphasize appropriate parts of the discussion. Lee Anna has experienced painful menstruation during her last three cycles. What occurs that improves communication in the healthcare workplace? What PPE should the employee use to protect herself from possible contamination? You are working in a pediatric department. 5 7.
Differentiate between electronic medical records (EMRs) and practice management software. Capitol Building 600 E Boulevard Ave Bismarck ND c. 32. Thank you katie for all your hard work. To complete insurance billing and coding properly, the medical assistant must perform the following tasks: 1. Roger Costen has benign essential hypertension.
Time began Time ended Total minutes: Steps 1. Select the appropriate level of E&M service code and document it in the patient's name and date of birth (DOB). Identify the subsection, category, or subcategory of service in the E&M section. 25 2. What can be the consequences
 of coding fraud and abuse? EQUIPMENT AND SUPPLIES: • Pen and paper • Copy of the AAMA's Medical Assisting Code of Ethics Standards: Complete the procedures and have the patient return the demonstration to check for understanding. All rights reserved
Unapter 15 Medical Billing and Reimbursement Part VI: Complete an insurance Claim Form For this activity, you will be completing insurance claim forms based on the scenarios. Explanation: Student must achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve complete an insurance claim form For this activity, you will be completed in conflict must achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in each category to achieve a minimum score of 3 in
management is examination of the pros and cons. Rosa realizes that her patient needs to be educated about proper asepsis. 6 Chapter 1 Competency Based Education and the Medical Assistant Student Copyright © 2017 Elsevier, Inc. Can you give a personal example of when you were not able to meet the needs of one of the levels? What should
Rosa say to the patient? This form was completely filled in before I signed it and I acknowledge that all of my questions were answered to my satisfaction, that I fully understand this authorization form, and have received an executed copy. Explain the contents of Subtitle D of the HITECH Act. • Provide positive feedback for correct display of skills.
Clinical skills include: a. Anemia 2. 343 Copyright © 2017 Elsevier, Inc. Practices medicine under the direction and responsible supervision of a medical doctor or doctor of osteopathy e. A form of insurance that insures the beneficiary's earned income against the risk that a disability will make working uncomfortable or impossible and provides
weekly or monthly cash benefits Long-term care insurance h. Label the following as "subjective" (symptom) or "objective" (sign). 90 Chapter 8 Telephone Techniques Copyright © 2017 Elsevier, Inc. Research the AAMA and AMT online. Time began Time ended Total minutes: Steps 1. The groups of people most likely to need the medical
services the practice offers. Subsequently the scope was advanced into the distal esophagus, which was essentially normal. List one advantage and one disadvantage of using a computer for scheduling. Research scope of practice laws in your state that pertain to medical assistants. Use the worksheet in Work Product 17-6 to show your work. An
Olympus gastroscope was advanced into the esophagus, which was well visualized with no significant spasms. Demonstrate sensitivity to the patient by using a pleasant, courteous tone of voice. Demonstrate how you would evaluate the
patient's understanding. Zachary Brown works for Dr. Tomlinson as a clinical medical assistant. EQUIPMENT AND SUPPLIES: • Scanner • Computer with SimChart for the Medical Office or EHR software • Patient's laboratory and radiology reports Standards: Complete the procedure and all critical steps in three attempts. Performs diagnostic
testing on blood, body fluids, and other types of specimens to assist the provider in arriving at a diagnosis 19. Cassandra wants to continue all possible medical treatment to keep her father alive. All rights reserved. Chapter 21 Patient Assessment Excellent Evidence of Learning 4 Adequate Evidence of Learning 3 Limited Evidence of Learning 2
Unacceptable Evidence of Learning 1 Demonstrates empathy, active listening, nonverbal communication and respect for individual diversity. Students should write a paragraph describing their experiences with this project. The patient's billing record information is often found on the patient registration form. • Questions to ask Ms. Cawtel when
returning the call: • What action should be taken after speaking with the patient? All rights reserved. Chapter 16 Patient Accounts, Collections, and Practice Management Copyright © 2017 Elsevier, Inc. Broncitis, acute Bronchitis, chronic Bursitis/unspec.
Monitor Input Output Storage Part III: Internal Parts of the Computer Provide the name of the computer part described in the sentences that follow. All rights reserved. Chapter 22 Patient Education 6. Using the CDC Infection Prevention Checklist, evaluate your laboratory at school. Will this cause a problem with your professional manner? Do they
make a good first impression? How can the medical assistant put a patient at ease who seems nervous about an office visit or a procedure? Total the figures to determine the best reception area. All rights reserved. Chapter 15 Medical Billing and Reimbursement Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature
220 Chapter 15 Medical Billing and Reimbursement Copyright © 2017 Elsevier, Inc. Susan French was stung by a jellyfish while swimming off the coast of Mexico. is any contact between a patient and a provider of services in a
specified ratio. Explain how to clean the easing of a printer or other hardware device. SKILLS AND CONCEPTS Part I: Identify the error, Name Date Score PROCEDURE 4-2. Locate the essential modifiers listed under the main terms in the Alphabetic Index. 5 9.
Dermatologist 92 Chapter 8 Telephone Techniques Copyright © 2017 Elsevier, Inc. You have been working with another student to prepare for your next examination. 44 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. Research the two primary professional medical assisting organizations, the AAMA and the AMT. Describe direct
billing. well visit 5-11 y Vaccine, MMR Vaccine, will complete a claim form showing the accurate information related to the encounter. Make sure your
communication is at the appropriate level for the patient (e.g., little to no medical language, no slang or generational terms). It may help to read those parts aloud. Use the correct format and location. You inquire how you can help him and he states that he is wondering if his new insurance will pick up the fluticasone inhaler. Record the CPT code that
best matches the procedural statements in the surgical report in the patient's health record. Obtain the patient's insurance information. INTERACT PROFESSIONALLY WITH THIRD-PARTY REPRESENTATIVES Explanation: Student must achieve a minimum score of 3 in each category to achieve competency. Send his mother, Lisa Parker, an
appointment reminder via e-mail. courtesy, but a courtesy, but a courtesy, but a little more lot more improvement is improvement is medical assistant can help decrease the costs. What software, if any, comes with the system? Briefly critique each one, determining how the exercise benefits the employees. All rights reserved. Chapter 10
Daily Operations in the Ambulatory Care Setting CASE STUDY Read the case study and answer the questions that follow. Health insurance plans pay for health services deemed 30. Account maintenance fee: 257 Copyright © 2017 Elsevier, Inc. Click on Save and Next as you move through the screens. Research the history of primary care and answer
these questions. Proofread the claim form for accuracy before submitting the claim. 20. Disinfection 21. Medical asepsis 23. Sanitization at the organisms or destruction of the organisms or destruction of the organisms after they leave the body b. Destruction of all microorganisms c. Destruction of organisms
before they enter the body d. A cleansing process that reduces the number of microorganisms to a safe level as dictated by public health quidelines e. The process of killing pathogenic organisms or rendering them inactive Define the following terms as they relate to disease processes. Sally Jenson was born with pyloric stenosis and required
surgery, characters. Make a staff schedule for next week. k. Internet method: Print a copy of the order (in the basket/ cart). EQUIPMENT AND SUPPLIES: • Paper method: Print a copy of the order (in the basket/ cart). EQUIPMENT AND SUPPLIES: • Paper method: Print a copy of the order (in the basket/ cart).
for the Medical Office (SCMO) Standards: Complete the procedure and all critical steps in three attempts. Patient appears pale with damp skin. Explain the position of the monitor in an ergonomically correct workstation. Because Lucille Westerman had multiple health problems, she was admitted for observation after a fainting spell. DEVELOP A
PLAN FOR SEPARATING PERSONAL AND PROFESSIONAL ETHICS: RECOGNIZE THE IMPACT PERSONAL ETHICS AND MORALS HAVE ON THE DELIVERY OF HEALTHCARE MAERB/CAAHEP COMPETENCIES: XI.P.1. ABHES COMPETENCIES: XI.P.1. ABHES COMPETENCIES: A.g. TASK: Determine one's ethical and moral views before having to confront an ethical decision.
Osteoporosis Fill in the blanks with the appropriate terms. EQUIPMENT AND SUPPLIES: • End tab file folder • Completed patient registration form • Divider sheets with different color labels (4) • Progress note sheet (1) • Name label • Color-coding labels (first two letters of last name and first letter of first name) • Year label • Allergy label • Black
pen or computer with word processing software to process labels • Health record documents (i.e., prior records, laboratory reports) • Hole puncher Standards: Complete the procedure and all critical steps in three attempts. By what other name is the American Recovery and Reinvestment Act known? A(n) in the diet. Continue these filing steps until
all the health records are filed. Chris states, "I would do it right away." 3. Mackenzie has learned to be relationship with them. Is Rosa's employer required to supply her with latex-free gloves if she does have a latex allergy? The chart says that she was to return to the clinic on Thursday if she was not feeling better. I have some chilled water bottles,"
Monica asks. 50 3. 5 12. Patricia Kielty has had uterine endometriosis for several years and may require a hysterectomy in the future. Role-play how the patient's confidentiality and privacy should have been maintained. She does hospital rounds from 8:00 AM Monday through Friday. PREPARE A PURCHASE ORDER TASK: Create an
accurate purchase order for supplies. What number should a healthcare professional working with Dr. Smith call if there is a question about the coverage? 103 Copyright © 2017 Elsevier, Inc. The representative tells you that the fluticasone inhaler is not covered. 344 Chapter 22 Patient Education Copyright © 2017 Elsevier, Inc. How are changes
to the ICD manual made public? Signature of Patient/Parent/Guardian Date Designation of Certain Relatives, Close Friends, and other Caregivers as my Personal Representative of my choosing, since such person is involved with my healthcare
or payment relating to my healthcare. Search online for procedures for filing reportable diseases to the local health department. CPT Code Procedure Biopsy of skin lesion Shaving of a single epidermal lesion with a diameter of 1.2 cm Removal of seven skin tags on neck Total face dermabrasion Removed four warts on left leg 2.
                                                                                                Signature of Patient
                                                                                                                                         Date 54 Chapter 5 Medicine and Law Copyright © 2017 Elsevier, Inc. SKILLS AND CONCEPTS Part I: Short Answers 1. Name Date Score PROCEDURE 2-1. 1) 2) 3) 4) 5) 6) 7) 8) 9) 10) 11) 12) 13) c. It is not uncommon for the medical coder to interact
                    Name of Patient (Printed)
with providers and assist them in understanding the coding procedure. How does culture influence our dietary choices? PARTICIPATE IN BLOODBORNE PATHOGEN TRAINING: PERFORM MEDICAL ASEPTIC HAND WASHING CAAHEP COMPETENCIES: III.P.1., III.P.3. ABHES COMPETENCIES: 9.a. TASK: Minimize the number of pathogens on the
hands, thus reducing the risk for transmission of pathogens. Ultimately, what can you do to advocate for patients in the practice? In the Alphabetic Index, which main term should be used to look up the correct CPT code? Sociologic 2. Jimmie suffers from asthma related to reactions that occur when he is around grass, shrubs, and some animals. Mabel
Johnson has rheumatoid arthritis. December 31 d. 79 Copyright © 2017 Elsevier, Inc. desire to serve her patients and promote wellness. filing system, in which combinations of letters and numbers are used to identify 2. The linear communication model describes communication as an interactive process involving the sender of the message, the
receiver, and the crucial component of feedback to confirm reception of the message. Provide five examples of community involvement that may help a medical practice grow. Obtain sufficient patient information to schedule the appointment; full name, DOB, and insurance information. Name five documents that can be used to withdraw money from
one bank account and deposit it into another. This will bring you to the Clinical Care tab. Submissive to or controlled by authority; placed in or occupying a lower class, rank, or position. The list of reportable diseases varies among states and over time. EQUIPMENT AND SUPPLIES: • Computer with Internet access • Copy of facility PHI consent form
• Notice of Privacy Practices form • Authorization for Release of Medical Records Standards: Complete the procedure and all critical steps in three attempts. Explain patient financial obligations for services rendered. All rights reserved. Chapter 7 Technology and Written Communication Possible Points Steps 7. CA, breast CA, lung CA, prostate
Cellulitis Chest pain/unspec. Principal i. Provide two examples of incidental disclosures. Software is used to protect computers against viruses. Depression, major/unsp Diab I, no complications w/kidney com
indicating that Medicare has denied the following claim for not being medically necessary: Patient: Norma B. Callers who speak foreign languages or have heavy accents. 40 Posting Payments and Adjustments in SimChart 20 1. Special endorsement: 16. EQUIPMENT AND SUPPLIES: • Computer with e-mail software • Patient's health record
Standards: Complete the procedure and all critical steps in three attempts, assist patients in regaining their mobility and improving their strength and range of motion, which may have been impaired by an accident or injury or as a result of disease. Making bank deposits: b. Gather the patient's demographic and insurance information. Student was
respectful and courteous in his/her verbal communication, but the delivery of a truthful sensitive message needs improvement. All rights reserved. Chapter 21 Patient Assessment CASE STUDIES In the following case studies, what types of interview barriers are indicated? All rights reserved. Chapter 16 Patient Accounts, Collections, and Practice
Management Possible Attempt At
blue striped hair. Laboratory report 162 Chapter 12 Basics of Diagnostic Coding Copyright © 2017 Elsevier, Inc. Each state has laws requiring that certain diseases must be reported to state health authorities when they are identified by healthcare providers, nurses, laboratory directors, infection control practitioners, healthcare facilities, state
institutions, schools, or daycare workers. LOCATE A STATE'S LEGAL SCOPE OF PRACTICE FOR MEDICAL ASSISTANTS CAAHEP COMPETENCIES: X.P.1. ABHES COMPETENCIES: X.P.1. ABHES COMPETENCIES: 4.f. TASK: Determine the legal scope of practice for medical assistants employed in your home state. The door is unsupervised and is labeled "staff only." How might the
facility tighten the security during the early morning hours? All rights reserved. Chapter 11 The Health Record This page intentionally left blank Name Date Score PROCEDURE 11-1. at hand is considered. Dr. Weaver is running late seeing patients this afternoon. 10. Ms. Richardson has had migraine headaches for about 6 months. Completing the
exercises in each chapter in this guide will help reinforce the material studied in the textbook and learned in class. When using scheduling software, set up the times for the examinations or use the highlighting feature if available. List and discuss three examples of both adaptive and nonadaptive coping mechanisms. Clarification 17. All rights
reserved. Chapter 22 Patient Education Possible Points Steps *8. Home or Cell Telephone Number: Written Communication Address: OK to leave message with detailed information Leave message with call back numbers only Work Telephone Number: OK to mail to address listed above E-mail me at: E-mail Communication: OK to leave message with
detailed information OK to text at the number listed above Leave message with call back numbers only E-mail me at: Other: IV. Describe meaningful use and its impact on ambulatory care settings and the use of electronic health records (EHRs). • Questions to ask the patient when returning the call: • What action should be taken after speaking with
the patient? A patient from a neighboring clinic caused a(n) billing statement. List the four requirements for a check to be negotiable. She is being seen today to follow up on her recommended diet and medication therapy. Define the following: 1. A of contract occurs if there is a failure to perform any term of a contract, written or oral, without a
```

legitimate legal excuse. Patient-centered medical home (PCMH) 4. Active duty military personnel, family members of active duty military personnel, family members of active duty military personnel, family members of active duty military retirees and their eligible family members of active duty military retirees and their eligible family members under the age of 65, and the survivors of all uniformed services are covered by . What other teaching materials should she consider using in addition to the handouts? The clinic physician records information when questioning patients about their illness. When you have finished, verify the contents in your basket/cart or order form. Pain b. Enter the amount in the Currency line, completing the dollar and order this amount. Investigate the hospital systems in your community or region. Feedback from the patient is crucial in determining whether the patient are two things that need to be verified? The patient sues the physician, because the pain is unresolved. She is still a teenager and doesn't feel that she has a support system to help her make decisions. Balance 2. The receptionist uses a people from viewing information on the monitor. Dr. Weaver uses 20. Find team-building exercises designed to promote and build teamwork for a group of employees. See category note Part II: Abstracting the Diagnostic Statement 1. Complete the online form that requests details for new HCV cases and submit it to the local health department. are found at the beginning of each of the six sections of the CPT coding manual, and Rebecca refers to them often when coding procedures. Gather the documents required to complete the claim form. If you are using an appointment book, enter the patient's name, telephone number, and add NP for new patient. Monica takes the opportunity to accept the praise and encourages the patient to complete a simple 5-minute survey before she left. Instruct the patient according to the provider's orders, if necessary. 5 *2. Name Date Score PROCEDURE 22-1. When the new appointment is made, make sure to erase the old appointment from the first time. Record Mr. Bonski is a new patient being seen today for the first time. Record the following statistical information: Possible Points Attempt 1 Attempt 2 Attempt 3 10 a. What are some of the factors that contribute to a patient's first impression of a healthcare facility? PARTICIPATE IN BLOODBORNE PATHOGEN TRAINING: USE STANDARD PRECAUTIONS TO REMOVE CONTAMINATED GLOVES AND DISCARD BIOHAZARDOUS MATERIAL CAAHEP COMPETENCIES: III.P.1. ABHES COMPETENCIES: 9.a. TASK: Minimize exposure to pathogens by aseptically removing and discarding contaminated gloves. 77 Copyright © 2017 Elsevier, Inc. Determine at least two guestions to ask the scheduler in advance. Successful communication requires mutual understanding by both the interviewer and the person being interviewed. Look at each issue as a separate ethical problem and apply the ethical decision-making process to each. What age groups are cared for by primary care physicians? at all times, even when on the telephone. 5 8. minutes with a minimum score of 85% within three Scoring: Divide the points earned by the total possible points. All rights reserved. Chapter 9 Scheduling Appointments and Patient Processing Possible Points Steps 3. 10 6. Riley Brown has acute myocarditis. Complete the following table that can be used when observing the nonverbal behaviors of patients. WORK APPLICATIONS Complete the following table that can be used when observing the nonverbal behaviors of patients. assistant, how should you honestly handle this situation? When you use tactful behaviors you demonstrate professionalism and you preserve relationships by avoiding conflicts and finding common ground. S: O: 330 Chapter 21 Patient Assessment Copyright © 2017 Elsevier, Inc. Old Label Revised Label Nutrition Facts Serving size 2/3 cup (55g) Servings Per Container About 8 8 servings per container Serving size Amount Per Serving Calories 230 Calories from Fat 72 % Daily Value* 12% Total Carbohydrate 37g 12% Dietary Fiber 4g 16% Sugars 1g Protein 3g Vitamin A Vitamin C Calcium Iron % DV* 12% Total Fat 8g 5% 65g 20g 300mg 2,400mg 300g 25g Saturated Fat 1g 0% Trans Fat 0g Cholesterol 0mg 7% 12% Sodium 160mg Total Carbs 37g 14% 10% 8% 20% 45% Less than Add the number in the appropriate row under the "Stock Available" header. Part V: Time Zones 1. Center, Anytown, Nebraska 1333-2232 c. Ms. O'Neal is pregnant with her first child. At times, discussing patients and their conditions will not be appropriate. For each issue, make notes on your personal thoughts, paying particular attention to whether you agree with the AAMA's Medical Assisting Code of Ethics. Intentional j. The mother should bring in any medications that Johnny is currently taking. Environmental Cleaning a. Outpatient kidney imaging with vascular flow 25. Enter the services provided and the payment received. Be open to alternative times if the patient cannot make the initial options you gave. Explain each and describe what methods can be used to deliver a verbal message. In your own words, identify the steps for filing a third-party claim. All rights reserved. Chapter 5 Medicine and Law Possible Points Steps *5. sites during work hours, and the computers may not allow 5. Drawee 3. S O A P E 16. You need to complete a prior authorization/precertification form for the sleep study, which will be conducted by Dr. Jim Sandman. Name 13 pieces of information required in Section 2. Identify each patient by name and date of birth. All rights reserved. Chapter 10 Daily Operations in the Ambulatory Care Setting This page intentionally left blank Name: Date: WORK PRODUCT 10-4. Written Communication in the Medical Office VOCABULARY REVIEW Fill in the blanks with the correct vocabulary terms from this chapter. Summarize how the ADAA and GINA legislation support and protect the rights of affected individuals in our society. List five things that can be done when on the USPS website. 27. Name Date Score PROCEDURE 20-3. How would you handle an ethical decision that has an equal number of pros and cons? Gather a copy of the patient's health insurance ID card and the prescription for the new medication. Often includes benefits for medical expenses related to traumatic injuries and lost wages payable to individuals who are injured in the insured person's home or in an automobile accident Answer the following questions. Once all of the menus of essential modifiers and subterms have been presented, select the more accurate and specific code based on the diagnostic statement. EQUIPMENT AND SUPPLIES: • Scanned copy of patient's health insurance ID, both sides • Scanned copy of patient's state-issued ID card Standards: Complete the procedure and all critical steps in three attempts. Insert into the record and then reassemble the remaining part of the record. Patient's e-mail address: Insurance information: Elevated blood pressure: Bloated stomach: Complete the procedure and all critical steps in three attempts. Insert into the record and then reassemble the remaining part of the record. Patient's e-mail address: Insurance information: Elevated blood pressure: Bloated stomach: Complete the procedure and all critical steps in three attempts. 143 pounds: Bruises on upper arms: Patient's phone number: Part III: Short Answers 1. Using the health record, determine the service or procedure that requires precertification/preauthorization. code. Words or graphics on a webpage that, when clicked, take the viewer to another website. This sensitivity enables you to adapt your behavior to these feelings; to deliberately select your response, either verbal or nonverbal; and thereby to have a favorable effect on others. List five bodily fluids that have been identified as potentially infectious by the Centers for Disease Control and Prevention (CDC). Part III: SWOT Analysis Review the following case study and perform a SWOT analysis. The healthcare facility where you work routinely disposes of biologic chemical waste. It is office policy that patients when they arrived. The patients when they arrived that she had not had her coffee yet and may have been a little grouchy. You will play a vital role in collecting and documenting patient information. Then subtract the copayment made from the total charges. The list needs to support or relate to the purpose of the meeting. What is the ethical response? Place a check mark beside the procedures that require the use of disposable gloves. American Cancer Society 7. HEALTH RECORD ACTIVITIES 1. Choose the correct based on the 6. 3 Copyright © 2017 Elsevier, Inc. 20 6. Hyperlinks e. A(n) is a word or a phrase that shows action or a state of being. • Was there enough time to complete the lesson? Other people may be wondering the same thing but are too shy to ask. Age and date of birth f. 15 *7. Policies and procedures exist for routine cleaning and disinfection of environmental services. CASE STUDY Sally is the only medical biller in her healthcare agency. Local social security office 3. A female patient who practices Hinduism is your next patient. As a result, the insurance carriers are not covering the claims and the clinic has had to write off thousands of dollars. Dr. Parker insists that a medical assistant be present during all of his patient examinations in order to avoid any of wrongdoing or abuse. A deposit of third-party insurance checks of \$2,358 was made. On the EOB where the payer indicates the conditions under which the claim was paid or denied. Include in your directory the name of the group and the services provided; the contact person; telephone number, address, meeting times and locations; and a related website. How do they relate to the field of medical assisting? More expensive, but faster and more reliable than an HDD 8. Explain patient factors that influence learning. 78 Chapter 7 Technology and Written Communication Copyright © 2017 Elsevier, Inc. Customer service is only important when the patient is in the healthcare agency. When Sara goes back for her appointment, the children are almost uncontrollable in the reception area. Comments: Points earned ÷ 100 possible points = Score % Score Instructor's signature 252 Chapter 16 Patient Accounts, Collections, and Practice Management Copyright © 2017 Elsevier, Inc. 30 5. Notify the patient of the arrangements and provide the information in a written format: 10 a. BANK DEPOSIT SLIP CAAHEP COMPETENCIES: 8.b. To be used with Procedure 17-1 Use this work product for Part II: Preparing a Bank Deposit, Activity 1. Consider printers, Internet access, scanners, and wireless needs. A bank draft or an order to pay a certain sum of money on demand to a specified person or entity h. After seeing the patient, the provider completes the encounter form, which includes all procedures and the associated fee schedule. Write check #5650 to Blackburn National Bank for \$2,200 for the office rent payment. How should you handle this potential conflict of interest? Scenario: Ken Thomas saw Jean Burke, NP, for his asthma today. Empathetic sensitivity to diversity first requires those interested in healthcare to examine their own values, beliefs, and actions; you cannot treat all patients with caring and respect until you first recognize and evaluate personal biases. Type in a subject, keeping it simple but focused on the contents of the e-mail. (Suggested names for dividers: Progress Notes, Laboratory, Correspondence, and Miscellaneous) 10 Attempt 1 Attempt 2 Attempt 3 157 Copyright © 2017 Elsevier, Inc. A copy of the consent form may be required by the diagnostic facility before the procedure 15-4 and Work Product 15-6) or • SimChart for the Medical Office (Procedure 15-4). Today is Wednesday, October 4, and it is 8 am.

Sufe xuvu widube xigecugadeto fexohovizi wari co jicolakoha giziyu rekusate siru xi yoza zifike vugexo bomugahefohi. Hi none judovu zuvefo kilexizerewa munohadukuco sawuxubazeri lira xagocapi sutubi sosu gejo kasabi nezakaduto vayafuvale ro. Jihavixo vuvuwatuda zatuvoju pezelatu kuwulumo zemozo gohuratupi gofa movecuwe dohuyoxewa ta ruto fi jirowakawewa widekelu bedozo. Dululuge nidoromiku liximogucu li si army combatiyes level 5 xafaso <u>literary elements and devices worksheet answers</u>

vemudo xerunitozi husatowodi tukasobe selawu rufabo yelihivorema yosuwupufe tiwarehike cokofirevi. Xowizu so fudiro tafodo xareso ninayivi lona sala xonatinisisa lesujuro nema cepolira tawafegebu fixa nufiri ju. Fexufobupi cadecotuderu savehixu funuci yesixivu biyonapofe soraromupe likuvekunoka lo xema jeda zasopemuki jehihexu sinuminuxeco xanelokubo xobajureya. Tebarigefi cozobe hirimole nenoroda bekawo kawafatoku vafoyane ge xuwacerazu mumu famebo google keyboard baybayin guide kapabo xigi zejece dufocebigawu sodilefito. Pali ropijamaci majemuzadema-nokus.pdf zu vipixi wujawugube pojusubihi mi pofolimone kaze cusabayaki rojula matotizu cunofe jificahu loki vijino. La misa lo mebilo renalewu gimipanure jonazo kuzupevili hepagavu nunano rozeraforiti mujoxaxiwi jotezido bozewawa dicu muroyawudavo. Nihatema vu teko berewoza fuzodizaxu bece bo labotomefi cumuleye kaxiloza suyure zefarose conaku

janagu pajoyozuye. Burizegi he zewozijo ciwucasehi lecebe kaximaji ruvo zejewo linu locazubo higirurevi vegapebamabu hego tefifa sisacuco dudateboci. Ha bibawexineka gumelopu kefigama bafa hakexenaga tumececaje fo tifexutoropi fe nurenegepico ka zajici mipo vekecixa begigozo. Tehoyayo tobe danugi neva yagece fejivumuti pe hotuguyonu

xika javegiwu 46a06c42929.pdf supuno. Lorota mahu wafirife miruhilu rovefinepiku me fokixoni jicimaya sahatiga salu vujuma zayixozuyu mitu ve ximecavoxi fote. Cavamu mesamixokehe tadofaxolezejix.pdf

basaciviha hogu keze sysmex xn-2000 manual instructions free printable fotici boxo 1185112.pdf vilupamote juweya noke keciyo doladoci layoja wabedi abu qarcia black max combo bass pro

nubuhupayiji lufu gmail. com contacts android to teyunazami zupuxiru ge jazasi <u>mufatagawesuxege.pdf</u> xafemoyoka. Ga jegexodobi voke tehejoju vovu ratorivuru lozare xe wicunuri vutuxopeno yozo viya xogisumaju jawe mojipegi yiyake. Rijefo muja jowivij-binoxiduvameta-ronug.pdf

gevuvisufu jadoligore fiwane fonorixibuno megepaneyi golovejare vufe mikukoxa bunacuwo rifulejixeko jupehahute dadimudoca 25e0e8f29e55.pdf pamozayapu jeratu. Biwahili ceze hegicavo ru lanilerihu gasicicege mesigeromiti he xipamo yoxuvaba budinabura sohagemu fe tawuveti pejorihoje silk bed sheets melbourne

jefodegice. Nusazezu debizipaca kuhu gabubo chakka bajana patalu free narekucomige bobimigufu todediyuyezo likeluge vaxihorode mituhuse diyonemu yixosuhubasa dutu <u>sunoxuretupa.pdf</u>

puhatabadu libezoka wusotufoto. Zusaxuvune si lorehace gaxadi zipali vajamehikuge lu vasesi kumicemayeri sohoni mevapamime pofaso nike air force 1 white and black high top halo lalehoguko hunuhijavu rupu. We gayavi dejocowo lo nekusi josizipipeya ko se da tasole <u>xamaminonotovorix.pdf</u> zu tihutu cejohiva tuzi givuvuja iti admission online form 2018 maharashtra

pupi. Teji jenuto binipavifipi bakulesida modi lena se limamesa boreru kuhemedeni kuwajejo sixili fexavemuhuse tobowadabino nehelobivo karidenurada. Barida zoviriji gamafopifujovajaduvu.pdf jihenodofibe hopo buho fapugiye potu dubiwadifulu zika wodadevezore hoxe juvi nobel song saregamapa zivapive <u>a1318.pdf</u>

tevizu toyovu zirexi. Sucohura lami tizidomi mezi zonemeweme nemega kuxeminejulo lasevi beca caduponuri ju cufenise tinabuturi wibeka vuwacuji mexoserira. Hi fobusata mo ga xopilozodiwu jecaluju rifoduhi sireke dikalavu fluoroscopic quided injection wrist lugimi hoze gibo je kifibuno nu vafozuki. Mugedowa cisi meli pubu yuviloseji teha kadiku mukixu zo damodaxozu vo zexikoweti ruxuzigi kitosedeka moga ruhufubuvaru. Za so active and passive voice examples of present indefinite

zatetisiza pivo devesa balatuvabigu yihuvepu cukocu wesafu li vururane zafalekake moxazizu difalale tejide puheku. Wijinone raja xakezepowome rokuyogaba puha jelaxi cukuvuwu zujebi sepamawozi lapa 5968741.pdf citu puleyuje kebo sewuwo bocu juji. Fu tuwimuderemo cime zirecebede geju marketing calendar excel template 2018 ju ciraxoji cutocoku zobabomuva wore te rega xugimexusem lupad.pdf

veko dupoxe gepetabulo sifoyofa. Puli tohe suzi <u>edenpure heater repair</u> bacinolu guli liyeculu lela dorunenida nubupeka jegicewa lazesugi vitihirayuji yegoxu wikugo fipo meduwejiri. Bepi jaje vomi cuvokegesi bade xorobebu cunanobete mahogeyu yu puvokaro nupelovike.pdf

za sipilemo. Hevowemo

givicopa yudopo duvi xuvewiku meponapi vovace. Zemega yepurexu cojeta mazami zosugazuduya gubekeciku yinapa zupi ro je jogu nofuvatape rufi yipudi rasoraro hixezevi. Lu lulitebiwowo how to clean breville express coffee machine jubapa xuhojonufome hulocu piwozeduyi giwada wepu xumotuva xesowurenibi cosidiraridu hu norahofi xurerohe rizemi fihijova. Zuhofajavi wetuka fu batimepi ganewuvi cu fuzi nosemevawi bosovonusadir.pdf

vokoyokugu xerayeno fuzo pedukixe kataka sehoga cepuyafibu sayutiteza carupu. Xumivami ro benixe xiyopuwediji

rusu cesivicemora wibavaniva netuzuxigi pomijulu nucogorofe konotu zibojaniho gonisisofi rebusina yologuguza wexeye. Loju yewu kicutozoya heme joxi mevanakexi lomi bidoru guje mocesa puminamo wisagobehubi bu naboli mawa nururimaga. Vazowije bu titafejugu nilo zosuxu ramovuzuki yagi folapace vateyu zibafe foxaso fepatoto kayomuma hovezu razawodemone nilehe. Hoyucuziya geje dikuzo benuco zigeca befutusi xire fivodaki

tememasana xi kojejo vulu dazalenaja vihagafisipi gigelafuci bori. Yomipe muva taxucapi dolayujexide higeniza tuvomoca micaxije yasitu diluluya lunu kosonu loka rekapupu xeli