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Kinn's the medical assistant 13th edition study guide answers sheet 2017

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legitimate legal excuse. Patient-centered care (PCMH) 4. Active duty military personnel, family members of active duty personnel, 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 be considered 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 cent boxes. Apply critical thinking skills as you identify the quantity to reorder for that item and order this amount. Investigate the hospital systems in your community or region. Feedback from the patient is crucial in determining whether the patient understood the message. 277 Copyright © 2017 Elsevier, Inc. Alisha Dawn Chapman 23. When reviewing an EOB, what 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 appointment log. Anesthesia for vaginal delivery 13. Documentation in the Medical 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 questions 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 one or more of these activities and share your results with the class, if appropriate. As a professional medical 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 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 Fat 8g Saturated Fat 1g 5% Trans Fat 0g Cholesterol 0mg 0% Sodium 160mg 7% 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 Less than Less than Less than 230 Calories Dietary Fiber 4g Sugars 1g Added Sugars 0g Protein 3g *Percent Daily Values are based on a 2,000 calorie diet. Add the number in the appropriate row under the "Stock Available" header. Part V: Time Zones 1. Center, Anytown, Nebraska 13333-2232 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 AMA'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 address: Yellowed eyes: Patient's e-mail address: Insurance information: Elevated blood pressure: Bloating stomach: Complaint of headache: Weight of 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/authorization. code. Words or graphics on a webpage that, when clicked, take the viewer to another page or 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 with a balance owed for more than 120 days are not seen until the balance has been paid or payment arrangements have been made. Zac the receptionist greet the patients when they arrived. The patient admitted 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: 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. 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. This activity can be completed using either: • A paper form (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.

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