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QUESTION 1

A technician is dispatched to the ICU to install a new PC. Which of the following departments should the technician report to?

- A. Outpatient services
- B. Radiology
- C. Lab
- D. Inpatient services

Correct Answer: D

QUESTION 2

Which of the following details would be MOST useful when a technician calls in a ticket to be escalated?

- A. The model number of the wireless cart, manager's information, and unit
- B. MRN, location, IP address, end user's credentials, and the technician's credentials
- C. Patient's demographics, medical history, allergies, and patient ID
- D. The manager's badge number, telephone number, years working, and number of technicians at the site

Correct Answer: B

QUESTION 3

Which of the following medical codes are used to identify services sent to insurance companies?

- A. ICD
- B. CPT
- C. DSM-IV
- D. EMR

Correct Answer: B

QUESTION 4

Which of the following attacks occurs when an outsider calls the help desk pretending to be the Chief Executive Officer (CEO) who cannot remember their login credentials?

- A. Whaling



- B. Phishing
- C. Social engineering
- D. Malware

Correct Answer: C

QUESTION 5

Which of the following job roles would be restricted from accessing a record specified for clinicians only?

- A. LPN
- B. MD
- C. PA
- D. NUC

Correct Answer: D

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